

# MINUTES OF THE JACKSONVILLE PUBLIC LIBRARY BOARD MEETING

October 12, 2021

The regular meeting of the Jacksonville Public Library Board of Directors was held October 12, 2021 in the conference room of the Jacksonville Public Library. Present were President Mary Ferguson, Forrest Keaton, Noel Beard, Elizabeth Kennedy, Katie Weeks, Lisa Haley and library director Chris Ashmore. Craig Albers and Kevin Eckhoff were absent.

President Ferguson called the meeting to order at 4:39 PM.

It was moved by Keaton and seconded by Kennedy that the minutes of the September Meeting be accepted as submitted. Motion carried.

It was moved by Beard and seconded by Haley that all financial reports for October be approved and that all properly approved bills for October in the amount of \$67,222.48 be paid out of general funds as funds are available. Motion carried.

Guest Doug Megginson from Neff-Colvin, Inc. gave an update on the Courtyard Renovation Project. The stone landscape walls will be finished in the next few weeks. He then advised that we hold off on the patio until spring for fear of running into bad weather that would halt the project this fall and cause the west entrance to be closed much longer than it needs to be. The board agreed that it would be best to wait and begin the patio portion of the project in the spring of 2022.

Ashmore reported the Endowment Fund total as of September 30, 2021.

## **Director's Report**

September was a great month at the Jacksonville Public Library. Although the Pandemic continued to slow our foot traffic, circulation and other numbers, the library staff stayed busy providing patrons with a number of different activities and services. I know how important this library is to the community by looking back on the numbers we were producing pre-pandemic. In September, I tried to keep the library on people's minds for whenever they are ready to start going out in public more. The *Jacksonville Journal-Courier* once again did an outstanding job covering the library. I let them know about Cindy leaving the library and told them about the farewell reception we were having, and they timed a nice article on Cindy to run on the day of the reception. I let them know about Courtney starting and suggested that she might make a good profile, and they interviewed her for a profile on her first day of work. I was very pleased with both pieces.

Cindy's reception was held on Friday September 17 and was a great success. We had over seventy people drop by to say good-bye, wish Cindy luck, give her a card or gift or to just have a bit to eat and drink. Cindy was very touched by the response. In addition to the *Jacksonville Journal-Courier* publicity, I was also able to promote Cindy's reception and other library happenings by appearing on WLDS radio, who also do a very good job of covering the library.

Late in September, the Courtyard Renovation Project finally got started. Steve Morthole's crew began work on the east-side landscaping wall. I asked for plenty of notification for when work on the west-side will begin, so that I can let the public know in advance that the west entrance will be closed for a number of weeks and that patrons may call us for curbside service or even home delivery if they are physically unable to use the front entrance. In fact, after speaking with Doug Megginson, we are not certain that the west-side part of the project should even start this year. We are getting to the point that they may end up running into weather, and I certainly don't want the west entrance to be closed all winter. I am keeping in touch with Doug to make a decision.

Frontier Communications processed our fraud claim, asking for reimbursement for the international phone calls placed from our phone lines due to a breach. We were not reimbursed for the full amount, but I was pleasantly surprised that our account was credited for \$3,566.24 of the \$4,342.55 in extra charges. We were left with \$776.31 owed. In talking with the Frontier fraud department and going through all of the steps to make the fraud claim, I was continually told that they were not obligated to reimburse us for any of the costs. I was afraid that this might be the case and am thus not upset over the money we are out for the breach. Our system has been secured and I am not concerned about any further breaches occurring.

Much of my time in September was spent working on a 2022 budget for the library. I carefully analyzed each line item, looking at the last full year of income/spending in 2020 and what we are on pace to receive/spend in 2021. I also took any other relevant factors into consideration and made the best possible estimate for each line item, remembering to budget slightly low on income and slightly high on expenditures. Other activities keeping me busy in September were collection development, working with new Youth Services Librarian Courtney Langdon, website and Facebook maintenance and maintaining the day-to-day operations of the library.

## **Adult Services**

The Adult Services department had a busy month with reference requests and technology appointments. Sarah had seventeen formal technology appointments and helped patrons with other daily technology questions. She continued working with Rebecca, the library's volunteer, on shelf-reading and other projects. Sarah and the

social work intern, Sam, worked to get resource videos uploaded onto Facebook. She also spent time researching and promoting events and library services using social media, sending items to local media outlets, and more. Sarah worked on research projects with patrons relating to local history and genealogy and helped with other daily reference questions. She updated the blog, social media and the website as time permitted.

The library had four events in September for adults. The first event was a hybrid event with the authors of *Literary Ladies* who gave a talk about their book and the research that went into it. The library also hosted a follow-up vaccine clinic so that people could get their second shots. The library also held a film screening of *Judas and the Black Messiah*. Last but not least, Sarah had a hybrid program about the dogs of Chernobyl. All programs were very well-attended and people continued to watch the recording of the “Literary Ladies” program. Sarah also began teaching another round of computer classes. She researched items to purchase for the collection and placed book and AV orders as needed. Sarah finished the final evaluation for an ALA grant. Also in September, Sarah attended *Library Journal's* Day of Dialog and spoke with authors virtually about their upcoming books along with other activities.

### **Interlibrary Loan/Holds**

In September, there were 714 items borrowed from other libraries; 807 items lent to other libraries; and 362 reciprocal circulations.

### **Circulation Services**

The library provided amazing service to every patron that walked in the door during the month of September. The Circulation Staff was busy helping people on the computers and microfilm. Diane Hequet was busy cleaning disks, fixing books, and helping patrons. Andy Mitchell was busy helping patrons and pulling books for patrons with health issues so they could just check out their books and not have to look around during the pandemic.

Bridget mailed out the overdue notices every day, comparing the information with the patron's accounts to make sure the items had not been turned in yet. She continued to work on weeding to make room for all the new items that have been switched over. Bridget also weeded the Young Adult book collection to create more shelving room. She also continued to put “mark the reader labels” in all the books so patrons can initial to keep track of what they have read. Bridget had four technology appointments in September. She also removed and updated patron emails based on reports sent by RSA.

Andy and Bridget visited ISD and took several tubs of books to the high school kids. Twenty-three items were checked out, which is a huge improvement from previous years. Bridget and Heidi were also busy preparing for the two craft classes in October.

### **Extension Services**

In the month of September most of the facilities where Heidi delivers remained closed to visitors so she could not go inside and meet the residents, but delivery and pick-up was possible. The various staffs tell Heidi that the residents are very grateful for the service and look forward to receiving new books. Cedarhurst was able to re-open at the end of the month. Heidi paid frequent visits to her home delivery patrons in September, and she prepared many packages of books for pick-up by caregivers.

Approximately 200 paperback books were donated to the Morgan County Detention Center, which allowed them to replace much of their current library.

Heidi was surprised and delighted to receive another check from the Lions Club of Jacksonville for the purchase of large print books. The amount of \$1,400 will enable us to make extensive additions to our collection.

### **Youth Services**

September was a fun month in Youth Services, as new Youth Services Librarian Courtney Langdon began work on September 20. Before she arrived, the rest of the staff continued to fill in ably in the absence of a Youth Services Librarian. Page Brittany Overby continued with Story Times, and Diane Hequet covered Lap Sits and Lego Club.

Courtney's first two weeks went very well. She and I spent time together going over some basic policies and procedures, as well as beginning discussions on children's programming and collection development. Sarah also spent time with Courtney, showing her how to update the web site and use other promotional tools. I tried to keep a nice balance between training Courtney on new things and giving her a chance to digest what she learned and spend time working on those things and getting used to the department. Having worked here in the past, Courtney's learning curve is not as steep as it would be with a person unfamiliar with the library.

### **Technical Services**

Things continued to operate smoothly in Technical Services. Lauren did a great job with cataloging, and was ably assisted by Linda.

## **COMMITTEE REPORTS**

### **Automation/Technology**

Beard reported on the September 22 Automation and Technology Committee meeting, where a new phone system was discussed. The committee will be meeting again to make decisions on the new system.

### **Building and Grounds**

None

### **Finance**

Keaton reported on the October 5 Finance Committee meeting, where a 2022 budget and 2021 tax levy (payable in 2022) was approved.

After some discussion, Keaton made a motion for the full board to approve the budget and tax levy as approved by the Finance Committee, seconded by Kennedy. Motion carried.

Ashmore brought up sending out new RFPs for management of our Endowment Fund. Keaton and Ashmore will be in touch to set up a Finance Committee meeting to discuss drafting the RFP.

### **Personnel**

None

### **Public Relations**

None

### **FRIENDS OF THE LIBRARY**

Ashmore reported that the Friends of the Library Board decided to wait until spring to hold a reception for the public, library board and Friends board.

### **RAILS/RSA**

None

### **Old Business**

None

### **New Business**

Beard made a motion, seconded by Keaton to elect the same slate of officers for the 2021-2022 board year. Motion carried. President: Mary Ferguson; Vice-President: Craig Albers; Secretary: Elizabeth Kennedy.

Ashmore reported that Ted Roth was not staying on the library board after his term ends. Discussion of possible candidates for the board to present to Mayor Ezard were discussed.

Ashmore presented the dates for the 2022 Library Board of Trustees meetings. Keaton made a motion to approve the meeting dates, seconded by Beard. Motion carried.

There being no further business, the meeting was adjourned at 5:50 PM on a motion by Beard, seconded by Weeks.

Respectfully submitted by Chris Ashmore