

Minutes
Board of Library Trustees
Budget/Governance Meeting
Main Library
Monday, July 9, 2012

Board Members Present:

Erin Vance Skinner, Vice-chair
Christina Stallings, Secretary
Gerald Reid
Mark S. Wood
Jackie Perry
Ronnie King

Brenda Simmons-Hutchins, Chair (Joined
by phone)

Board Members Absent:

Jim Selzer
Rita Cannon
John Gibson
Council President Stephen Joost, Ex-
officio
Councilman Doyle Carter, Ex-officio
Mary Mickel, DCPS Representative, Ex-
officio

Others Present:

Barbara Gubbin, Library Director	Mitesh Sangani, Conference Center Manager
Andi Hammond, Executive Assistant to the Director	Dylan Reingold, Office of General Counsel
Carolyn Williams, Deputy Director	Kelley Boree, Director of Parks & Recreation
Gretchen Mitchell, Assistant Director of Support Services	Harry Reagan, President of the Friends of Jacksonville Public Library
Kathy Lussier, Assistant Director of Community Relations and Marketing	Judy Stewart, Friends of the Murray Hill Library
Luis Flores, Assistant Director of Facilities & Planning	Kevin Meerschaert, WJCT
Robbie Tiedeman, Facilities Manager	Tim Gibbons, Florida Times Union
Michael Sullivan, Administrative Supervisor	Robert Jackson, WTEV
Ava Barrett, Administrative Supervisor	Ryan Smith, WTEV
Donna Riegel, Administrative Supervisor	Kelsey Branz, WJXT
	Erich Spivey, First Coast News

Call to Order

Vice-chair Erin Skinner called the meeting to order at 12:10; Chair Brenda Simmons joined the meeting via phone.

New Business

Vice Chair Skinner reviewed the background of the FY13 budget proposal submissions made by the Board to the Mayor's Office. In February, the Library Board submitted a budget reduction of \$2.4M to the administration – they had requested a reduction of \$2.8M. In June, the administration increased the amount of the budget reduction to \$3M which was approved by the Board at the June Board meeting and then submitted to the administration. On July 4, Dr. Brenda Simmons-Hutchins, Board Chair was asked to meet with Chief Financial Officer Ronnie Belton and Special Assistant to the Mayor Mia Jones with regard to the FY 2013 budget for the library. At that meeting Dr. Simmons-Hutchins was told that the library budget had to be reduced a further \$1.66M over and above the \$3M already submitted.

Chair Simmons-Hutchins reviewed her meeting with CFO Ronnie Belton and Special Assistant to the Mayor Mia Jones. She noted that the Mayor must, by law, submit a balanced budget by July 15 to the City Council; budget cuts have been requested from all departments. The request from the Mayor's Office was made as an attempt to allow the Board some control over where in the budget the cuts are made. She noted that it was made clear at the meeting that if the Board did not comply with the request, the money would be cut anyway. She reported that Mr. Belton indicated that large cuts were asked this year with the goal of pension reform over the next year resulting in smaller cuts next year.

Director Gubbin reviewed the new FY13 budget proposal. This proposal cuts \$4.66M from the operating budget--the portion of the budget controlled by the Board and does not include indirect/interdepartmental costs. The cut results in the elimination of 71 full-time positions; reduction of service hours by 264 hours per week—all libraries except for the Main Library will be open 40 hours per week, most Tuesday through Saturday; the Main Library will be open 48 hours per week Monday through Saturday. There will be no Sunday hours, the materials budget will be cut by \$500,000, and library administration will be restructured. The changes will result in fewer computer sessions for job seekers, fewer programs for children and adults, and fewer times available for community meetings to be held in library meeting rooms. Director Gubbin reviewed the proposed service hours for all branches.

Chair Simmons-Hutchins asked staff to review the hours at the Dallas-Graham Branch Library; this library is proposed to be closed on Monday but is in an area that serves many children after school. Director Gubbin noted that the proposed schedules are tentative and that staff are continuing to look at the best schedule for each branch. She noted that it is important to have a mix of morning and evening hours so that children's programs can continue to be offered in the mornings and so that working adults and students are able to access the library in the evenings. She noted that Monday was the day selected to be closed because this is typically a two-shift work-day; eliminating Monday hours at most branches, as opposed to another day, allows for more cost savings.

Trustee Mark Wood asked if there is a way to make some libraries accessible only for computer use as some times during the week; this could help reduce costs while continuing to provide one of the library's core services.

Trustee Wood made a motion to approve the revised FY13 budget proposal. Trustee Perry seconded the motion; the motion carried unanimously.

Governance Committee Items

***Approval of Minutes*—Trustee Wood made a motion to approve the minutes of the Governance Committee from April 5, May 3, and June 7, 2012. Trustee Perry seconded the motion; the motion carried unanimously.**

***Trespass Appeal*—A trespass appeal made by Ms. Krimalix Pintado at the June 7 Governance Committee meeting was continued to today due to lack of a quorum at that meeting. Counsel Dylan Reingold reviewed the proceedings of the June 7 meeting. He noted that Ms. Pintado had submitted an email to him dated June 9, 2012 asking for forgiveness and to be allowed to return to the library. She acknowledged past actions in contravention of the library's Code of Conduct and would like another chance. She is looking for a place to study for her GED test scheduled for August 17, 2012. She asked that she be allowed to return to one library branch only and be placed on a probationary period of three or six months. Counsel**

Reingold noted that the Board needs to decide if it will uphold the trespass, over-turn the trespass, or modify the trespass.

Trustee Perry asked if a personal apology had been made by Ms. Pintado. Counsel Reingold stated that the apology was given via email. Trustee Perry asked if Ms. Pintado uses library computers to study. Counsel Reingold responded that Ms. Pintado has a laptop and is just looking for a quiet place to study.

Trustee Wood made a motion to deny the appeal and uphold the trespass as issued by staff. Trustee Stallings seconded the motion; the motion carried unanimously.

Counsel Reingold noted that he would draft the order appropriately.


Mystery Shopping Report—Training Manager Sara Radovic presented a report on the mystery shopping initiative. Shopping is being done by Shoppers Critique International; frequency of shops is based on the size of the library. All points of customer service contact are being shopped including phone, reference desks, and circulation desks. Three items are being measured for the library's Balanced Score Card annual performance measures. Performance of customer service behaviors is on track to meet the goal of 90%; accuracy of information given is on track to meet the goal of 90%; presenting additional materials (front-line marketing of services) is behind that target of 75% but improves every month. Training is being provided to staff to assist in meeting all goals. Ms. Radovic reviewed the different reports that are available to staff and managers including a tracking sheet to ensure communication about shopping results. She also reviewed a report that tracks comments made by shoppers that allows for easy follow-up on items not included in the Balanced Score Card. Shopping began in March and will continue through September.

Adjournment

The meeting adjourned at 12:55 pm.



Brenda Simmons-Hutchins, Chair, Board of Library Trustees



Christina Stallings, Secretary, Board of Library Trustees

July 12, 2012

Date Approved by the Board of Library Trustees