

Minutes  
Board of Library Trustees  
West Regional Library  
Thursday, November 8, 2012

Board Members Present:

Brenda Simmons-Hutchins, Chair  
Erin Vance Skinner, Vice-Chair  
Christina Stallings, Secretary  
Rita Cannon  
John Gibson  
Ronnie King  
Mary Mickel, DCPS Representative, Ex-officio

Board Members Absent:

Gerald Reid  
Jackie Perry  
Mark S. Wood  
Jim Selzer  
Council President Bill Bishop, Ex-officio  
Councilman Ray Holt, Ex-officio

Others Present:

Barbara A. B. Gubbin, Director  
Carolyn Williams, Deputy Director  
Mark Merritt, Deputy Director  
Andi Hammond, Executive Assistant to the Director  
Gretchen Mitchell, Assistant Director for Support Services  
Lisa Peterson, Technology Systems Administrator  
Kathy Lussier, Manager, Community Relations and Marketing  
Michael Sullivan, Library Supervisor, Pablo Creek Region  
Richard Mott, Manager of Strategic Initiatives  
Luis Flores, Assistant Director for Facilities & Planning

Julie McNeil, Assistant Director for Public Services  
Robbie Tiedeman, Facilities Manager  
Karen Walker, Manager for E-Services & Digital Access  
Laura Minnich, Manager for Youth Services & Community Outreach  
Jane Harris, Library Supervisor, West Region  
Mitesh Sangani, Conference Center Manager  
Dylan Reingold, Office of General Counsel  
Connie Holt, Assistant to Councilman Ray Holt  
Helene Kamps-Stewart, Friends of the Murray Hill Library

Call to Order

Chair Brenda Simmons-Hutchins called the meeting to order at 12:05pm; there was not a quorum present. Trustee Stallings joined the meeting later; her presence created a quorum.

Retirement Recognitions

Chair Simmons-Hutchins recognized four former staff members who had recently retired. Heather Campbell worked for JPL for 33 years and was presented with a resolution from the Board, a letter from the director, a Gold Card, and a small gift. Jerry Reynolds worked for JPL for 24 years; he was presented with a letter from the director, a Gold Card, and a small gift. Carol Bailey worked for JPL for 21 years; she was presented with a letter from the director, a Gold Card, and a small gift. Michael Rouse worked for JPL for nine years; he was presented with a letter from the director and a small gift.

JPL Awards

Chair Simmons-Hutchins recognized the 4<sup>th</sup> quarter recipients of the JPL Awards. Bill Schaefer, part-time staff member in Administration & Finance, received the Model the Way award. Beth Hawks, part-time staff member in Community Relations & Marketing, received the Encourage the Heart award. Jessica Serrano, Library Associate at the Charles Webb Wesconnett Regional Library, received the

Challenge the Process award and was recognized as the Employee of the Quarter. Anthony Williams, Library Assistant at the Brown Eastside Branch Library, received the Challenge the Process award. Kaity Barrand, Library Clerk in the Teen Department at the Main Library, received the Challenge the Process award.

#### NEFLIN Award

Chair Simmons-Hutchins recognized the Center for Adult Learning and retiree Karen Wishart (who was unable to attend) for being awarded the NEFLIN Innovator Award for the department's Refugee Integration Initiative. CAL manager, Sharon Jaskula, attended to accept the award.

#### Staff Presentation

West Regional Library manager Susan Arthur introduced key branch staff and talked about the services provided at the branch.

Manager for Strategic Initiatives Richard Mott reviewed final statistics from the FY12 Balanced Scorecard and introduced the system-wide Balanced Scorecard for FY13. He also introduced the idea of having department scorecards for FY13. Trustee Gibson asked if there are branch level scorecards or comparative statistics that are gathered for each branch. Director Gubbin and Mr. Mott responded that there are comparative statistics that are gathered; there are no branch level scorecards, but branch managers and region managers have individual performance objectives that support both system-wide and department level scorecards.

#### Approval of Minutes

**Trustee King made a motion to approve the minutes from the October 18 Board meeting; Trustee Gibson seconded the motion. The motion carried unanimously.**

#### Chairman's Report

Chair Simmons-Hutchins reviewed the advocacy message developed by the Board at the 2012 Board Work Day. She reminded Trustees that they need to complete ethics training by November 30. She announced that the 2013 Board Work Day will be held on February 7; the location has not yet been determined but Mr. Mott is working on the details of the day. The work day will be used for Board development activities, to review advocacy efforts, and to talk about the next steps for the Board in advocating for the library.

#### *Strategic Discussion: Advocacy Message*

Manager for Strategic Initiatives Richard Mott reviewed updated information provided in the binders for Trustee meetings with community groups.

#### Committee Reports

##### *Finance Committee*

Committee Chair Erin Vance reviewed the financial reports for October 2012. She noted that funds will need to be transferred from other line items within the General Fund into Security Guard Services due to an overage in that line-item in FY12 and an anticipated overage in that line-item in FY13; Assistant Director for Facilities Management and Planning Luis Flores has identified appropriate funds for this.

##### *Personnel Committee*

Committee Chair Jackie Perry reminded trustees that their evaluations of the director are due to her by Friday, November 9.

##### *Governance Committee*

Committee Chair Christina Stallings reported that the committee reviewed a concern put forth by a customer about the holds policy for DVDs. Director Gubbin has corresponded with this customer several times; he wants the number of DVDs that are allowed to be held to be increased and the length of time for which DVDs will be held to be extended. Staff's recommendation is that the policy remains as written; trustees agreed. This has been communicated to the customer.

She reported that the committee reviewed changes made to the Computer and Internet Use policies; they were combined and updated into one policy. Assistant Director for Support Services Gretchen Mitchell will bring a list of detailed changes to the policies to the next committee meeting for further review.

She reported that the committee agreed to defer pursuing the Capacity Plan's Critical Issue 3 to remedy inequalities in service until there is a better idea of what the next FY budget will look like. Director Gubbin suggested identifying potential partners for the branches in the Urban Core in the event that those branches have to be closed due to future budget cuts. The committee agreed with the idea; Trustee Perry will work with Deputy Director Carolyn Williams to identify these potential partners. They will report on this at the January committee meeting.

She reported that the committee reviewed the results and comments from the Counting Opinions customer satisfaction survey. Director Gubbin recommended that feedback from this survey be used in communication with elected officials.

#### Old Business

There was no old business.

#### New Business

There was no new business.

#### Director's Report

Director Gubbin introduced newly appointed staff members Karen Walker, Manager for E-Services and Digital Access, Laura Minnich, Manager for Youth Services and Community Outreach, as well as Jane Harris, Library Supervisor in the West Region. She reported that she sent a letter to JTA Board chairman, Ed Burr, regarding the continuation of the Ride to Read program for youth but had not yet received a response. She pointed out that there is an updated State Aid information sheet available. She reported that the library had been voted "Best Use of Public Money" in Folio Weekly's "Best Of" issue.

Director Gubbin reported that roof replacement, clerestory window replacement, mold remediation and interior repairs have begun at the Bradham Brooks Branch Library. The children's collection closed to the public on November 1 and the entire building will close on November 11, re-opening on December 17. This is necessary as the contractor has to build scaffolding inside the building to do the mold remediation and clerestory work and we must move computers, books and shelving. She reported that she spoke to Council Member Denise Lee's administrative assistant who shared the information with the Council Member and a press release has been sent out to alert the public. Customers can still return materials to that location but for full library service we are directing them to the other branch libraries in the northwest section of Jacksonville. The City has selected ACON Construction Company to complete work at the Main Library on the water intrusion issues. The bid was for \$1,105,400. The contract is working its way through the city and we expect to have an executed contract by the end of the calendar year. The destructive testing with regard to the water intrusion issues at the Willowbranch

Library has been approved and we are waiting for a start date for the work to begin. Next week the second customer induction point will be installed at the Pablo Creek Regional Library. This connects to the automated return which has proved sufficiently popular that customers are waiting in line to return items; a second return point will address this issue. Luis Flores, Julie McNeil and their teams are working on the plans for a second automated return system at the Southeast Regional Library. She met with Jim Robinson, director of the Public Works Department for their regular meeting and reminded him that we had still not received a budget from PW for the library to cover FY 2013. He told her he would get this to her in two weeks. He did share a new document they are creating which lists capital projects funded throughout the city, which will provide updated information as these projects move forward.

Director Gubbin noted that the Tumblebooks Online Library went live on the public website. Tumblebooks provides online animated, talking picture books in fiction and non-fiction for children. There are also games, puzzles, video and language learning resources. These titles are not downloadable but are for use on computers and devices that meet certain requirements. Special thanks to the Friends of the Library for funding this. The two concurrent Prime Time programs this fall are being held outside libraries; one is at Community Connections and the other at S.P. Livingston Elementary School. She attended the first program in the series at Community Connections – it got off to a lively start.

The November e-newsletter was sent out to our customers this week and features for a second year a request for donations to purchase library materials as a way to honor someone during the holiday season. Last year the library received \$450 dollars for library materials; we are hoping that with some more promotion we will exceed this amount this year. Since we made the initial assignment of staff for the start of the new fiscal year in October Carolyn Williams and the Director have made two more major assignments as staff have retired and moved to new jobs elsewhere in the city or with other libraries. At this time a large proportion of our staff with the exception of Librarians and Clerical Services Supervisors have moved back to the classification from which they were demoted. We do not expect to do such a major re-assignment again this fiscal year. Our Senior Accountant retired unexpectedly and so we are working with Employee Services to fill the position. A test will need to be developed and held before it is determined who will promote to the library's position.

Director Gubbin also reported that Trustee Erin Skinner has been re-appointed to the Board for a second term by the City Council. Unfortunately there has been no other progress on Board appointments.

#### Ex-Officio Member Report

Connie Holt, assistant to Councilman Ray Holt, said she would speak with him about the need to fill vacant trustee positions.

#### Mayor's Office Report

There was no report from the Mayor's Office.

#### Foundation Report

Trustee Skinner reported that the Foundation Selection Committee met last week. Trustees Perry and Wood also attended. The committee wants to move forward with hiring a fund-raiser and have this person in place within 90-days. They will hire a consultant to help them move forward.

#### Friends' Report—Murray Hill

Murray Hill Friends Representative Helene Kamps-Stewart reported that several of their members helped to collect petitions on voting day and they received a lot of feedback from customers who were

upset about shorter hours. She reported that she and fellow Murray Hill Friends member Missy Jackson are both Notaries and are willing to notarize signed petitions.

Confirmation of Future Meeting Dates

Chair Brenda Simmons-Hutchins reminded attendees that the next meeting will be held on December 13 at the Main Library.

Adjournment

The meeting adjourned at 1:55 pm.



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Brenda Simmons-Hutchins, Chair, Board of Library Trustees



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Christina Stallings, Secretary, Board of Library Trustees

December 13, 2012

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Date Approved by the Board of Library Trustees

