Board of Trustees of the Williamsburg Regional Library

Minutes of Board Meeting September 25, 2019
Meeting Room 128, Stryker Center

Attending: Natalie Miller-Moore, Jean Stettler, Sally Andrews, Chris Gareis, Ted Hiller, Barry Marten, Theresa Owens, Jason Purse, Nicole Trifone, and Andrew Trivette;

Friends of WRL Foundation (FWRLF) President Sam Sadler; Library Director Elizabeth B. Fowler; library staff members Carrie Binsfeld, Mark Lutner, Alicia Phinney, Melissa Simpson, Sandra Towers, and Sarah App;

Former Board of Trustees member Pam Franz;

Absent: Jim Axtell.

Call to Order: Chair Miller-Moore called the meeting to order at 2:58 p.m.

Public Comment: None.

Mission Moment: Mr. Marten shared the quote “A truly great library, has something in it to offend everyone.”

Consent Calendar: The September 25, 2019 consent calendar was approved as written.

Chair’s Report: Ms. Miller-Moore apologized for recent spam emails that were associated with her name. Ms. Miller-Moore congratulated Ms. Fowler on being selected as an honorable mention in the Local Scoop Spark Plug Award.

• Action Item: Pamela Franz Resolution – Ms. Miller-Moore presented the following resolution:

Whereas, Pamela Franz has faithfully served the Williamsburg Regional Library as a member of the board of trustees for six years with attentiveness, fairness, and generosity; and

Whereas, Pamela has served the board with dedication as vice-chair for two years, demonstrating an immeasurable commitment to the welfare of the library, its staff, and the community it serves, and Pamela has been a supportive and active member of the board serving on the Finance Committee, Executive Committee, Strategic Planning Committee, and Library Director Search Committee; and

Whereas, Pamela’s diligence, commitment, and attention to detail have contributed significantly to the revision of library policies and the board of trustees’ by-laws, as well as the creation of the resolution for a new James City County library facility; and

Whereas, Pamela’s willingness to serve and her excellent judgment greatly contributed to the success of our nationwide search for a library director and the adoption of the 2016-2018 Strategic Plan and Financial Framework; now therefore

Be it resolved, that the Williamsburg Regional Library Board of Trustees wishes to express its most sincere thanks, appreciation, and great affection to Pamela for her exceptional support and dedicated service to the Williamsburg Regional Library during her six years as a trustee. We, her friends and colleagues on the board, salute and honor Pamela Franz and
express our collective gratitude for a job well done. We will truly miss her good humor and loyalty but wish her continued success and happiness in her current and future endeavors. Be it further resolved, that this recognition is recorded in the minutes of the library board and that copies be sent to each member of the governing bodies.

Ms. Andrews moved to approve the resolution as presented. Ms. Stettler seconded the motion; the motion was approved by a unanimous vote.

- **Action Item: Revised 2019 Regular Board Meeting Schedule** – Ms. Miller-Moore moved to approve the revised meeting schedule for 2019 which included the location change for the December 4, 2019 meeting. Dr. Hiller seconded the motion; the motion was approved by a unanimous vote.

- **Action Item: Proposed 2020 Regular Board Meeting Schedule** – Ms. Miller-Moore moved to approve the proposed meeting schedule for 2020. Ms. Andrews seconded the motion; the motion was approved by a unanimous vote.

- **Library Director’s FY 2020 Goals** - Ms. Miller-Moore presented the FY 2020 Library Director Goals which will be brought as an action item at the October 30, 2019 board meeting.

- **Virginia Library Association (VLA) Conference Registration Update** – Ms. Miller-Moore recommended all board members attend the annual VLA Conference on October 23-25, 2019.

- **Training and Onboarding Committee Update** – Mr. Gareis reviewed the mission of the Training and Onboarding Committee. The committee has implemented the following changes; each new board member will have a separate meeting with the Library Director and the Board of Trustees Chair, the board member handbook materials will be brought to the meetings to be updated annually, the committee has created an annual calendar, and is in the process of creating a Frequently Asked Questions document. Mr. Gareis encouraged all members to review the previously presented ALA Short Takes information.

- **Strategic Planning Update** – Ms. Miller-Moore announced the members of the Strategic Planning Committee; herself, Ms. Andrews, Ms. Binsfeld, Ms. Fowler, Mr. Sadler, Ms. Stettler, and the future Assistant Director.

Ms. Miller-Moore introduced newly appointed board member Theresa Owens. Ms. Owens gave a brief introduction of herself.

- **Evaluation Committee Update** – Ms. Trifone discussed the information she has gathered in researching various evaluation techniques. Ms. Trifone announced James City County (JCC) Human Resource Department will be helping to organize the FY 2020 Library Director Evaluation. Ms. Miller-Moore appointed Ms. Trifone as chair for the Evaluation Committee for FY 2020. Mr. Marten recommended involving the FWRLF in the Library Director evaluation process. Mr. Sadler recommended seeking the City of Williamsburg’s (COW) Human Resource departments input as well.

**Library Director’s Report:** Ms. Fowler announced the success of the summer reading programs. Ms. Fowler announced the selection of Sandra Towers as the Assistant Library Director. Ms. Fowler welcomed Ms. Owens to the board. Ms. Fowler announced as ex-officio, Sam Sadler will be included in the board email list and will receive a handbook. Ms. Fowler
discussed her recent class at Harvard on designing libraries in the digital age. Ms. Fowler suggested the board visit the new library in Henrico County. Ms. Fowler discussed her involvement in the Complete Count Committee for the COW. She plans to ask other jurisdictions if they would like to work with the library during the census process. Ms. Fowler announced she is a member of the Greater Williamsburg Chamber & Tourism Alliance Business Council Legislative Affairs Committee which will be bringing recommendations to the state. Ms. Fowler discussed her involvement in the Complete Count Committee for the COW. The LEAD team is currently discussing updates needed for the strategic plan. Ms. Fowler announced the James City County Board of Supervisors awarded the contract at their September 10, 2019 meeting to the Virtexco Corporation for the Idea Studio. After a meeting with the representatives from the Virtexco Corp, the official start day of construction will be November 4, 2019, with a 16-week construction period. The Kiwanis Kid’s Idea Studio will have an estimated March 2020 grand opening. The Finance Division has begun ordering various items for the project. Ms. Fowler announced the book drops have been installed at the Williamsburg Library (WL). Ms. Fowler discussed a complaint from a user involving the book "Beyond Magenta.” The board discussed the process for complaints to come to the board level including the procedure for staff and the definition of a hearing. The board requested the procedure be re-written to specify the board’s involvement. Ms. Fowler reviewed her presented Library Director goals, these goals will be presented for adoption at the October 30, 2019 meeting and she will update the board on the various goals progress at each board meeting.

- **Fund Balance Summary and FY 2020 Plan** – Ms. Binsfeld reviewed the fund balance summary and FY 2020 plan including an explanation of the source of the fund balance funds and a review of each of the line items and board assigned categories.

- **Action Item: Fund Balance Appropriation** – Ms. Fowler presented a fund balance appropriation request for $175,000 for the WRL phone system upgrade. Mr. Lutner reviewed the factors for the needed change, the current phone system, what would be included in the new system, and how it addresses the needs of the library. Ms. Andrews moved to approve the appropriation not to exceed $175,000. Mr. Marten seconded, the motion was approved by a unanimous vote.

- **Action Item: Youth Services Bookmobile Award** – Ms. Fowler presented the bid for $157,361 from Summit Bodyworks Specialty Vehicles for the youth services outreach vehicle. The final amount will include additional fees for blind-spot detection and graphics. Mr. Marten moved to award the bid to Summit Bodyworks for a customized 2019 Sprinter vehicle per IFB WRL#20-01 in the amount of $157,361 and authorize the Library Director to enter into a contract. Ms. Trifone seconded, the motion was approved by a unanimous vote.

- **Action Item: Revised WRL Holiday Closing Schedule FY 2020** – Ms. Fowler presented the revised holiday closing schedule for FY 2020. The revision includes the addition of an early closing on December 23, 2019, at 5:00 p.m. Ms. Miller-Moore moved to approve the revised schedule. Ms. Stettler seconded; the motion was approved by a unanimous vote.

- **Staff Recognition Breakfast** – Ms. Fowler invited the members of the board to attend the annual staff recognition breakfast on October 11, 2019, at 9:00 a.m. at the Colonial Heritage Country Club.
Friends of WRL Foundation Updates: Mr. Sadler discussed the articles announcing the Idea Studio renovation project. Mr. Sadler announced the FWRLF approved five applications to support the WRL margin of excellence at the September 24, 2019 meeting. The applications approved were for the adult winter reading program, a Harry Potter holiday event, the “One Book, One Community” community read project, program enhancements, and the summer reading program, phase II. Mr. Sadler discussed the partnership involved in the "One Book, One Community" project. Mr. Sadler announced the FWRLF voted to end the annual book sale. The FWRLF will work towards increasing the proceeds in the book nooks to compensate for the loss in income from the book sale. The FWRLF has recruited the help of the W&M Business School student group “Agency 1693” to review the book nook and give suggestions on its practices. The FWRLF annual appeal letters will be sent out in November. Mr. Sadler reminded the board members how important one hundred present participation from all members is to the mission of the FWRLF.

City of Williamsburg Update: None.

James City County Update: None.

York County Public Library Update: None.

Other Business: Dr. Hiller praised the hard work of the volunteers in the book nooks. Dr. Hiller asked for board members to send their thanks and appreciation to the Kiwanis club for their fund-raising efforts.

Adjournment: Ms. Stettler moved to adjourn at 5:01 p.m. All agreed.

Respectfully submitted,

Approved by _____________________________________________

Natalie Miller-Moore, Chair