

Meeting of the Muscogee County Library Board

April 28, 2022 – 1:00 pm

Columbus Public Library – Synovus Room

Members in Attendance:

Marion Scott, Chair
Todd Robinson
Darcy Brito
Tavanasha Shepard
Susan Berry
Robert Landers
LaRae Dixon

Also in Attendance:

Alan Harkness, Director, CVL
Tracie Price, Finance/HR
Marnie Salter, Pres. Friends of the Library
Tiffany Wilson, Community Engagement
Laura Ann, Exec. Director of Foundation

Chair Scott called the meeting to order at 1:02 pm.

Chair Scott postponed the approval of the minutes as one more member was needed for a quorum.

Public Comment – None

Friends of the Library – Marnie Salter informed the board that the Friends of the Library and the Foundation were the successful bidders on the discarded reading books for the Muscogee School district. This will provide children's books and large print books to sell at the library books store.

Muscogee County Library Foundation – Laura Ann informed the board that the Foundation board does not meet until May 10th. The Foundation netted \$90,000 from the Wine, Women, and Shoes event held in March to be used for the CVL libraries. At the next Foundation board meeting they will be discussing ideas for the fundraising event.

Information has gone out to Columbus's businesses and organizations for naming opportunities at the South Columbus Library new construction. If anyone needs the details, please let her know. The Friends of the Library will be merging with the foundation and dissolving 501c3 officially but will remain an active participating group selling books to support library programming.

Treasurer's Report – Tracie Price covered the Period 9 financials which ended on March 31st, 2022. There were no questions.

Director's Report – Director Alan informed the board of the passing of Bob Kidd last Sunday. He was the architect of the new Cusseta - Chattahoochee County Public Library and of the plans for the South Columbus Public Library. Hecht Burdeshaw was aware of Bob's declining health, and they have been working hard to follow through on all of his projects. Bob Kidd had a great enthusiasm for libraries and will be missed.

The Children's Book Festival is May 14th. The CPL expects thousands of kids to attend this event. The festival also kicks off Summer reading. There will be two Golden Tickets Tuesdays this year thanks to the support from our partners AFLAC and the Friends of the Library. There are also prizes for the winning readers. The children will get books and the teens and adults will have a different range of prizes to choose from.

Director Alan handed out a report showing the results of the Fines Free program launched across the CVL libraries in March of 2019. (Robert Landers walked in at this point, forming a quorum.) Before the launch of the Fines Free program in March of 2019 almost 12% of card holders were blocked. In March of 2022, only 3% of cardholders were blocked. This program has been a great success. The rural branches have benefited the most.

Director Alan handed out the invitations for the ribbon cutting opening of the Cusseta - Chattahoochee County Library which will take place June 25th, 2022. He has invited the Governor. The Governor's team will let him know closer to the date if the Governor will be able to make it.

The CPL teen department has been working with Shaw High School in the past month with special book talks and teaching the kids about all of the online resources available to them through the library.

The South Columbus Library plans are almost done. Director Alan anticipates being able to put out an RFP for general contractor sometime in the next month. He hopes to break ground before the end of summer.

Director Ala handed out the new Statistics dashboard report that he had mentioned at the last meeting. He thanked Tiffany Wilson and Amber Brookins for designing and working on the information for the dashboard. He then went over the report. (Please see attached.) Tiffany answered questions in regards to the placement of the CVL in comparison to other library systems.

Some discussion was had on how the Savannah product has helped the CVL better target audiences specifically on how they use the libraries in order to promote events, books, etc. that would interest them and get return patronage. It is proving to be successful in bringing back cardholders and noncard holders.

Director Alan informed the Board that the CVL has hired a new early childhood outreach associate, Becky Snow. She has extensive early childhood experience, and her work will complement the work that CVL is doing with FERST Readers.

Chair Scott congratulated Director Alan and his team on the great work they are doing for the CVL libraries. The other board members agreed with that statement.

Todd Robinson asked if there had been any issues with security since terminating the security contract. Director Alan stated that there have not been any issues out of the ordinary and he does not anticipate that there will be any significant issues other than the normal issues that they have. Staff has been adequately trained and there is

always someone available to help deescalate situations should one arise.

Tavanasha Shepard asked about the Juneteenth event. Robert Landers is the chair of the Columbus Juneteenth Committee organizing the event and he informed the board of all of the planned activities that include “The Clothes Story” dress event that will be displayed in the grand reading of the Columbus Public Library and the kickoff educational event at the Mildred L. Terry Library with Creole Storytelling. For more information Robert asked the board to visit <https://www.columbusga.gov/juneteenth> for a listing of all the events planned that week.

Unfinished Business – None

New Business –

Approval of the March 17th, 2022 minutes

Chair Scott acknowledged that there was now a quorum and asked for a motion to approve the minutes from the March 17th meeting. Darcy Brito moved to approve the minutes. Tavanasha Shepard seconded the motion. Motion approved unanimously by Scott, Robinson, Brito, Berry, Landers, Shepard, and Dixon.

Approval of changes to the Job Descriptions

Chair Scott asked the Operations Committee Chair Darcy Brito and the director to explain the changes to the job descriptions for the Adult Services Coordinator and the Teen Services Coordinator. Since the Operations Committee had already voted to approve the changes and bring it before the board, Chair Scott asked for a second motion. LaRae Dixon seconded the motion. Motion approved unanimously by Scott, Robinson, Brito, Berry, Landers, Shepard, and Dixon.

Chair’s Report – Chair Scott thanked Alan and his team for everything they do. She mentioned that a friend of hers brought her toddler to Teddy Bear Teatime and has been raving about that event.

Next meeting will be tentatively May 26th, 2022.

Meeting was adjourned at 1:45 pm.



Chattahoochee Valley Libraries

your place | your partner | your library

cvlga.org

OUR CARDHOLDERS

23,319

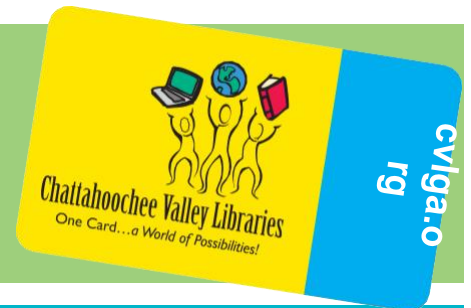
ACTIVE CARDHOLDERS

17%

MARKET SHARE

64%

RETENTION



OUR VISITORS (YTD, July to March)



PHYSICAL

222,995

INCREASE OF 206%

WEBSITE

706,207

INCREASE OF 57%



CIRCULATION (YTD, July to March)



PRINT

488,598

INCREASE OF 30%



DECREASE OF 14%

124,972

DIGITAL



PROGRAMMING (YTD, July to March)



IN-PERSON

27,853



VIRTUAL

1,719

COMPUTER USE (YTD, July to March)



DESKTOP SESSIONS

51,862

INCREASE OF 174%



WIRELESS SESSIONS

28,336

INCREASE OF 94%



THEY'RE TALKING

Because of Covid I had to quit my job so that my children could go to school virtually. Not having any family here, the Library played a big role in helping my family, and helping me start my new business.

During the pandemic, I depended on the Library's curbside printing service to pick up shipping labels for my new online business. I got to know the ladies who brought my labels to me at curbside. It was like a breath of fresh air to know it was one less thing to worry about. You had open and welcoming arms.

My business is doing great, and my family has everything we need. It all started here at Columbus Public Library.

Lola

90.9

NET PROMOTER SCORE