Cleveland Bradley County Public Library
November 28, 2023
Board Meeting Minutes

PRESENT: Kelvin Bishop, Keith Barrett, Amy Moore, Vanessa Hammond, & Rebecca McIntire.
Others attending; Director: Keisha Parks, Director of Ocoee River Regional Library: Liz Schreck, President of the Foundation for the Cleveland Bradley County Public Library: Meg Campbell, Centennial Committee: Margaret Schenck, New Youth Services Librarian: Erica Tuggle.

Kelvin Bishop called the meeting to order. Library Board minutes from September 26th and Library Committee Minutes from September & August were reviewed.

A motion was made by Amy Moore to approve all sets of minutes. This was seconded by Vanessa Hammond. All minutes were approved as submitted.

Regional Report
Liz Schreck reported that the next regional training for Library Staff & Trustee's is December 5th. A professional mediator will be presenting on dealing with workplace difficulties. She highlighted the Library for Accessible Books & Media which provides free audio, large print, and braille resources to residents in Tennessee that are not able to use standard print materials. This service is available with the Inter-Library Loan program to make it more accessible to Public Libraries. The 2024 Technology Grant spending is underway.

FOLA Report
The FOLA representative was not able to attend the meeting and no report was given.

Foundation Report
Meg Campbell shared that the upcoming year of 2024 will be known as, *The Year of the Foundation*. By the end of the next calendar year all of Cleveland & Bradley County will know who they are and what they do!

Centennial Celebrations
Margaret Schenck informed how the events for the year are over and went great. The prop doors from *The Gift* will be on display in the Community Room at the Library for the next year. A recording of the play will be sold to the public along with commemorative Centennial coins. The play cast will be appreciated at an upcoming cast party. The final project for the year is planting the Centennial tree. Bryant's Garden Center was suggested and will be contacted about this project.

Committee Reports

Reports were emailed. They will not be read out loud at meetings anymore but questions or concerns can be addressed. No comments at this time.

- Building & Grounds
- Human Resources & Operations
- Technology
- Public Relations
- History Branch

Old Business

Capital Projects update: Kelvin Bishop reported that at the Board's last meeting, one A/C unit was not working at approximate cost to replace would be $25,000. Since then ,another A/C unit has gone out and it is going to cost $35,000 to replace. The heating systems have also since stopped working properly. The City and the County will split the cost to replace the two A/C units. However, that will take approximately $61,000 of funds that were previously allocated for other projects.

Kelvin Bishop asked if anyone knew of a community minded individual that would volunteer to be on our buildings and grounds committee. This person would need to be knowledgeable in buildings or the like to assist in making a master list of everything needing to be done and assisting in getting quotes. Certain Board members are going to be reaching out to individuals this week.

New Business

Erica Tuggle was introduced to the Board. She is the new Youth Services Librarian.

Keisha Parks presented a new Collection Development Policy to the Board. Library staff have been working on edits taken directly from our Library's service agreement. The goal is to fortify the policy against confusion. It is written in plain English for all to be able to understand. Distinctions were made between the Young Adult, Adult, and Childrens' collections. Children are defined as birth to age 12, Young Adults as 13 - 17 years of age and adults anyone 18 years and older. The Bookmobile was also added to clarify it has the same procedures and policies.

Liz Schreck informed the Board about all book orders having to be presented to them. That will be added into Section two of the policy. Lengthy discussions were made about the parents responsibility section. It was suggested to add a section to the Library Card Application about guardians being responsible for monitoring what resources are used by their dependents. It was decided to fortify the language in this section to be fully compliant with state standards by January 1, 2024.

The Reconsideration Form also had edits that were discussed. A few changes were suggested on terminology and phrases. Liz Schreck suggested adding limits and timeframes to the reconsideration process, i.e. Once a title has been reconsidered and

approved by the Board, the title can only be submitted for reconsideration a certain number of times.

A motion was made by Keith Barrett to approve the new Collection Development Policy with noted changes. This was seconded by Rebecca McIntire and carried by all.

The Internet Policy has also had revisions and will be presented at the next Board meeting. Information about being reviewed annually and approved by the Board will be added to the policy.

A motion was made by Keith Barrett to approve the new Internet Policy with the noted changes. This was seconded by Amy Moore and carried by all.

Finance Committee
Keith Barrett informed that the Library has completed their first quarter and our a third of way through their budget. Areas that are over budget are due to up-front cost consumables and repairs and that cost more then had been expected. Kelvin Bishop asked about the fines and fees being 5% less than budgeted. Nothing has changed in how fines and fees are collected. Margaret Schenck mentioned birthday parties being on the Gift & Memorial report. The Library provides a service of private birthday parties hosted by the Youth Services Librarian. Patrons pay a fee and everything is provided by the Library.

Director Report
Keisha Parks reported that Library statistics for the quarter show circulation numbers are down but attendance is normal. Reference questions are up and the History Branch is very active. Programming overall has been less but that is due to the Youth Services position being open for a time. The Upper Deck appointments have picked up and IdentoGO services will begin being offered to the public on November 30, 2023. The Library will receive $15.00 for every appointment that is completed. This Friday an interview is happening for an open aide position in Youth Services. Keith Barrett shared that Keisha Parks will be joining the Board for the Cleveland Chamber of Commerce!

There being no further business, Kelvin Bishop made a motion to adjourn. This was seconded by Vanessa Hammond and the meeting was adjourned.

Respectfully submitted,
Keisha Parks, Secretary

September-October 2023 Summary

Budget Line Item:	Budgeted (Amended)	Expenditure	Percent Expended
GRAND STAFF TOTAL	$798,429.85	$249,882.60	31.3%
BENEFITS	$292,272.42	$86,701.29	29.7%
CONSUMABLES	$74,029.35	$43,193.17	58.3%
MATERIALS	$105,122.40	$23,528.97	22.4%
UTILITIES	$88,000.00	$32,608.02	37.1%
REPAIRS (BLDG/EQUIP)	$34,940.00	$11,216.92	32.1%
INSURANCE	$31,205.98	$3,325.00	10.7%
TOTAL	*$1,424,000.00*	*$450,455.97*	*31.6%*

Revenue:			
CITY OF CLEVELAND	$690,000.00	$353,500.02	*51.2%*
BRADLEY COUNTY	$690,000.00		*0.0%*
FINES/FEES	$44,000.00	$12,504.63	*28.4%*
TOTAL	$1,424,000.00	$366,004.65	*25.7%*

| **Difference (YTD Expenditures & Revenue)**		-$84,451.32	

Here is the Buildings & Grounds report for the upcoming board meeting...

- The repairing and updating of lighting throughout the building continues. Edison bulbs and extenders have been installed throughout the building.
- Shelving outside the Flex Space has been emptied to prepare for the move to widen the walkway in front of the Flex Space entrance.
- Flooring has been purchased and delivered for the second floor computer spaces in Reference and Adult Non-Fiction.
- Signs for Plus Ultra Coffee have been placed on the grounds. The banner on the Ocoee St. side of the library will only be there for a month. The permanent sign is located on the corner of 8th and Church St.

Here is the Human Resources and Operations report for the upcoming board meeting...

During September & October:

- 24 children/youth in-person programs were offered with 357 attendees. (1,146 prior period, this was a transitional time for the Youth Services Librarian)
- 19 teen in-person programs were offered with 146 attendees. (180 prior period)
- 57 in-person adult programs were offered with 473 attendees. (367 prior period)
- 11 Live Virtual Programs/Recorded programs were offered with 460 Live-Views/Live On-demand Views/Recorded Program views.
- 700 individuals participated in 18 passive programs.
- A total of 23,506 entered the library service points in September and October. (25,251 previous period)
- Special events which took place: The Gift, the library musical at Dixon Center; and a multi-generational program, STEAM Night & Creative Cottage open House(a part of the Tennessee STEAM Festival); Teen Afterhours HallowTeen; and a special guest Suzuki violin instructor, Shawna Dose
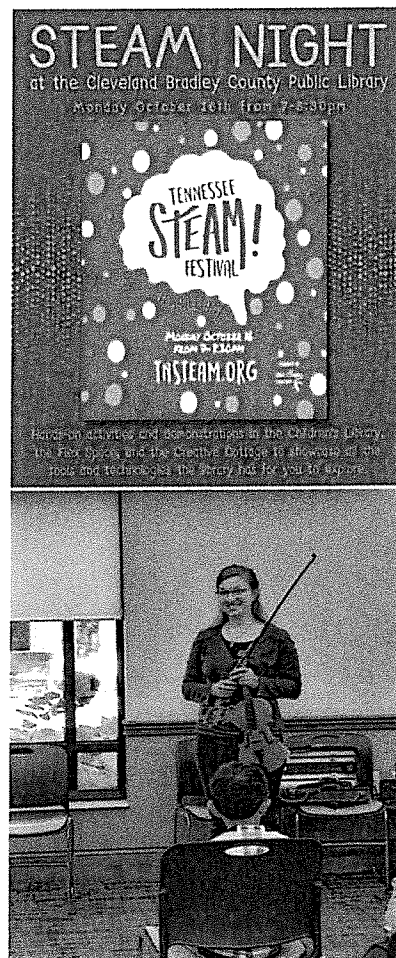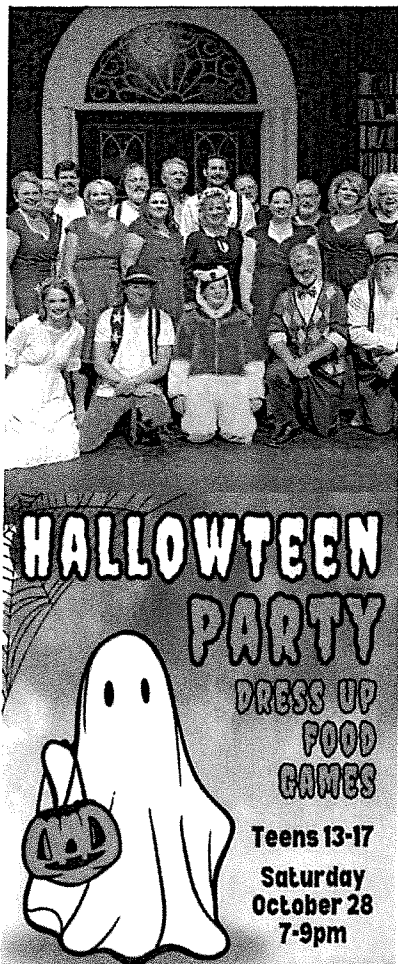
Here is the Technology Report for the upcoming Board Meeting...

During September & October:

- There were 7,393 (7,178 previous) WiFi connections.
- There were 1,553 (1,686 previous) computer uses.
- The online catalog, Atriuum, was searched 29,033 (35,573 previous) times.
- There were 6,527 website visits (8,405 previous)
- There were 9 one-on-one READS sessions to help individuals use READS.
- Universal Classroom, a database that can be accessed on our website, continues to meet the educational needs of our patrons during the months of September and October with:

  4 New Registrations

  13 New Courses Started

  234 Videos Watched

  777 Lessons Viewed

  517 Student Submissions

Here is the Public Relations Report for the upcoming board meeting...

During September and October...

- There were 9 "Library Corner" articles in the Sunday Cleveland Daily Banner.
- There were 256 combined social media posts through Twitter, Facebook, Facebook Events, Instagram, etc...
- Currently, the Library has 5,437 Facebook followers; 473 Twitter followers; and 1,108 Instagram followers.
- During the Library's Centennial year, the Foundation for CBCPL is funding additional publicity through monthly billboards.

History Branch Report for the upcoming Board Meeting...

During September and October...

- 604 visits were made to the History Branch, including meetings attendance. (460 previously)
- There were 1053 (899 previous) reference questions answered, via text message, letters, live visits, or phone calls.
- The History Branch posted 27 times to the Facebook page. https://www.facebook.com/historybranch
- 189 people attended meetings in the Parlor Meeting area during this time.

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GENERAL MANAGER
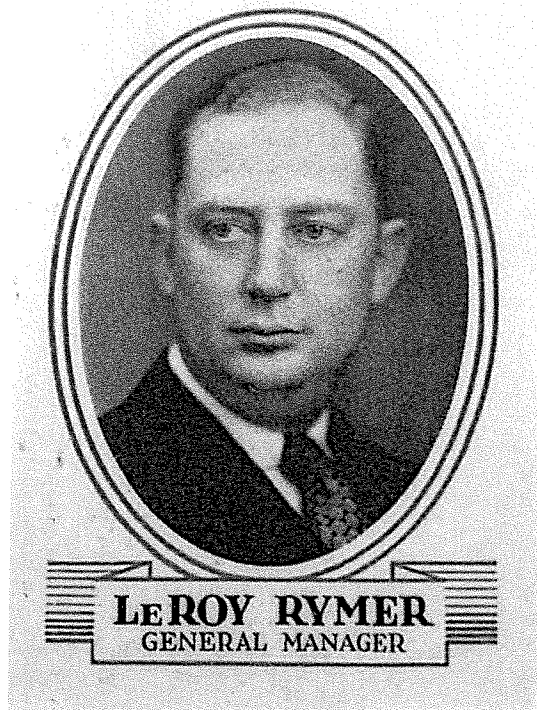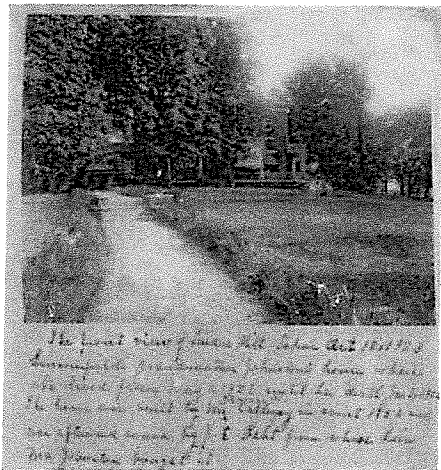
Cleveland Bradley County
Monthly Report

September 2023

PHYSICAL COLLECTION

Material Type	Beginning #	Added #	Deleted #	Balance #		Beginning #	Added #	Deleted #	Balance #
Print Materials	163,769	384	139	164,014		7,765		5	7,760
Audio Materials	8,536	57	58	8,535		397			397
Video Materials	11,922	14	14	11,922	Regionally	215			215
Microforms	*Locally Owned* — Add to Other materials beginning 2020			0	Owned	Add to Other materials beginning 2020			0
Other Materials	8,420		1	8,419		111	0	0	111
TOTAL	192,647	455	212	192,890		8,488	0	5	8,483

LOCAL ELECTRONIC COLLECTION (Advantage, etc.)

			Current Balance*
	Locally	E-books	813
	Owned	Audio Downloadable	1017
		Video Downloadable	241
		TOTAL	2071

TOTAL Physical Collection | 201,373

Electronic Circulation-READS (includes Advantage & other local e collections)

Adult **	12,342
Children **	1,542
Total	13,884

Physical Circulation Book/Non-Book

Adult	7768
Children	13987
Total	21,755

CIRCULATION TOTALS - Auto Fill (all formats - Physical & Electronic)

Adult # 4.4	20,110
Children # 4.5	15,529
TOTAL all circulation	35,639

Borrowers

Borrowers	Current Balance*
Adult Borrowers >14 yrs old	61,697
Children Borrowers <14 yrs old	32,587
Total Borrowers	94,284

Resource Sharing

ILL - Borrowed	8
ILL - Loaned	94

In-Person Programs

In-Person Programs	# of Programs Inside Library	# of Programs Outside Library	# People Attended Inside Library	# People Attended Outside Library	Total all Programs	Total Attendance
Adult	18	7	187	44	25	231
Young Adult (Teen)	11	0	82	0	11	82
Children	10	1	184	53	11	237
Passive - not in total	9	N/A	452	N/A		
Totals	48	8	905	97	59	1,010

Live Virtual Programs	Live Views	On-Demand Views	Recorded Programs	Views
3	8	11	0	0

Library Services

Library Visits	11,895
Reference Transactions (count one-on-ones here and below)	1,967
Computer Users	806
One-on-One technology sessions (for Standards Survey)	4
Wireless Sessions	3,488
Volunteer Hours - added in 2019	302
Website views - added in 2019	3,593
TEL Usage - full text retrieval #8.10	275
Locally owned databases	8
Locally owned databases full text retrieval #8.10	4,826

New Cards	Added	Deleted
Adult	195	22
Children	36	

Title VI Survey Information

White	Black	American Indian	Hispanic or	Native	Asian	Other	Two or more	Total
81	10	0	7	0	1	132	0	231

Cleveland Bradley County
Monthly Report

October 2023

PHYSICAL COLLECTION

Material Type		Beginning #	Added #	Deleted #	Balance #
Print Materials		164,014	435	130	164,319
Audio Materials		8,535	0	1	8,534
Video Materials	Regionally	11,922	3	0	11,925
Microforms	Owned	Add to Other materials beginning 2020			0
Other Materials		8,419	0	1	8,418
TOTAL		192,890	438	132	193,196

LOCAL ELECTRONIC COLLECTION (Advantage, etc.)

			Beginning #	Added #	Deleted #	Balance #			Current Balance*
		E-books	7,760	86	30	7,816	Locally	E-books	993
			397	0	0	397	Owned	Audio Downloadable	1179
			215	0	0	215		Video Downloadable	177
		Add to Other materials beginning 2020			0			TOTAL	2349
			111	0	0	111			
			8,483	86	30	8,539		TOTAL Physical Collection	201,735

Electronic Circulation-READS includes Advantage & other local e collections

	Beginning #	Added #
Adult **	12,818	
Children **	1,610	
Total	14,428	

Physical Circulation Book/Non-Book

	Added #
Adult	7542
Children	13728
Total	21,270

CIRCULATION TOTALS - Auto Fill (all formats - Physical & Electronic)

	Balance #
Adult #4.4	20,360
Children #4.5	15,338
TOTAL all circulation	35,698

Borrowers

	Current Balance*
Adult Borrowers >14 yrs old	61,801
Children Borrowers <14 yrs old	32,630
Total Borrowers	94,431

Resource Sharing

ILL - Borrowed	8
ILL - Loaned	82

In-Person Programs

In-Person Programs	# of Programs Inside Library	# People Attended Inside Library	# of Programs Outside Library	# People Attended Outside Library	Total all Programs	Total Attendance
Adult	21	167	7	71	28	238
Young Adult (Teen)	8	64			8	64
Children	13	120			13	120
Passive - not in total			N/A	N/A	N/A	N/A
Totals	42	351	7	71	55	471

Live Virtual Programs	Live Views	On-Demand Views	Recorded Programs	Views
6	49	337	2	55

Library Services

Library Services	
Library Visits	11,602
Reference Transactions (count one-on-ones here and below)	2,332
Computer Users	857
One-on-One technology sessions (for Standards Survey)	3
Wireless Sessions	3,905
Volunteer Hours - added in 2019	344
Website views - added in 2019	2,934
TEL Usage - full text retrieval #.8.10	298
Locally owned databases	8
Locally owned databases full text retrieval #8.10	6,340

New Cards	Added	Deleted
Adult	237	133
Children	43	

Title VI Survey Information

White	Black	American Indian	Hispanic or	Native	Asian	Other	Two or more	Total
75	4	0	2	0	0	199	0	280

PHYSICAL COLLECTION

Material Type		Beginning #	Added #	Deleted #	Balance #
Print Materials		163,422	1,119	527	164,014
Audio Materials	Locally	8,604	151	220	8,535
Video Materials	Owned	11,784	152	14	11,922
Microforms		Add to Other materials beginning 2020			0
Other Materials		8,424	0	5	8,419
TOTAL		192,234	1,422	766	192,890

LOCAL ELECTRONIC COLLECTION (Advantage, etc.)

		Beginning #	Added #	Deleted #	Balance #			Current Balance*
		7,815	0	55	7,760	Locally	E-books	813
	Regionally	397	0	0	397	Locally	Audio Downloadable	1,017
	Owned	215	0	0	215	Owned	Video Downloadable	241
		Add to Other materials beginning 2020			0		TOTAL	2,071
		111	0	0	111			
		8,538	0	55	8,483			

TOTAL Physical Collection 201,373

Electronic Circulation-READS
includes Advantage & other locale collections

Adult **	39,205
Children **	4,497
Total	43,702

Physical Circulation Book/Non-Book

Adult	24,931
Children	39,765
Total	64,696

CIRCULATION TOTALS - Auto Fill (all formats - Physical & Electronic)

Adult #4.4	64,136
Children #4.5	44,262
TOTAL all circulation	108,398

Borrowers

Borrowers	Current Balance*
Adult Borrowers >14 yrs old	61,697
Children Borrowers <14 yrs old	32,587
Total Borrowers	94,284

Resource Sharing

ILL - Borrowed	21
ILL - Loaned	185

In-Person Programs

In-Person Programs	# of Programs Inside Library	# People Attended Inside Library	# of Programs Outside Library	# People Attended Outside Library	Total all Programs	Total Attendance
Adult	52	503	17	312	69	815
Young Adult (Teen)	28	262	0	0	28	262
Children	81	1,330	1	53	82	1,383
Passive - not in total	30	1,149	N/A	N/A	N/A	
Totals	161	2,095	18	365	202	2,567

Live Virtual Programs	Live Views	On-Demand Views	Recorded Programs	Views
23	107	247	0	0

Library Services

Library Services	
Library Visits	37,135
Reference Transactions (count one-on-ones here and below)	5,786
Computer Users	2,492
One-on-One technology sessions (for Standards Survey)	13
Wireless Sessions	10,666
Volunteer Hours - added in 2019	1,758
Website views - added in 2019	11,998
TEL Usage - full text retrieval #8.10	2,102
Locally owned databases	27
Locally owned databases full text retrieval #8.10	9,432

Title VI Survey Information

White	Black	American Indian	Hispanic or	Native	Asian	Other	Two or more	Total
580	67	1	29	0	3	144	0	824

	July	August	September	October
Circulation:				
Adult Books	6302	6645	6095	5732
Other Material	2103	2113	1673	1810
Total Adult material	**8405**	**8758**	**7768**	**7542**
Total Adult Electronic	13705	13158	12342	12818
Juvenile				
Juv. Books	10862	13154	13144	12968
Other Material	841	921	843	760
Total Juv. Material	**11703**	**14075**	**13987**	**13728**
Total Juv. Electronic	1436	1519	1542	1610
Total Materials	**35249**	**37510**	**35639**	**35698**
Bookmobile Check-out:				
Self-Checkout Use:				
Patron Session	2289	2520	2295	2106
Item Checkouts	8847	10529	11635	11197
Attendance:	**12268**	**12910**	**11904**	**11602**
Main	12027	12670	11649	11236
History Branch	230	230	246	358
Bookmobile	10	10	8	8
Curbside Pickup	1	0	1	0
Reference Questions Total:	**1836**	**2042**	**1963**	**2329**
Main Library	1059	1144	1201	1238
Digital Reference				
Administration Reference	115	120	60	69
HB Reference	418	481	391	662
Youth Services Reference	244	297	311	360

2023-24

	July	August	September	October
ILL:				
Borrowed	2	11	8	8
Loaned	16	75	94	82
Computer Use	845	841	806	857
Wireless Access	3607	3571	3488	3905
Online Catalog Searches	17941	17632	15336	13697
Website Visits	3963	4442	3593	2934
Total New Cards	295	298	231	280
Total Deletions	6	22	22	133
Adult Cards Beginning	59636	59839	60050	60223
Adult Added	209	233	195	237
Adult Deleted	6	22	22	133
Ending Adult Cards	59839	60050	60223	60327
Children Cards Beginning	31641	31727	31792	31828
Children Added	86	65	36	43
Children Deleted	0	0	0	0
Children Cards Ending	31727	31792	31828	31871
Total Ending Library Count	91566	91842	92051	92198
CBCPL Materials Added:	601	366	455	438
Books	459	276	384	435
Audio	91	3	57	0
Video Material	51	87	14	3
Other Materials	0	0		0
CBCPL Materials Weeded:	328	547	212	132
Books	321	387	139	130
AV	1	156	58	1
Video Material	6	0	14	0
Other Materials	0	4	1	1
eMaterials:				

	July	August	September	October
eBooks Added				
eBooks Deleted				
eAudio Added				
eAudio Deleted				
eVideo Added				
eVideo Deleted				
Regional Materials Added:	0	0	0	86
Books	0	0	0	86
Audio	0	0	0	0
Video Material	0	0	0	0
Other Materials	0	0	0	0
Regional Materials Weeded:	45	5	5	30
Books	45	5	5	30
AV	0	0	0	0
Video Material	0	0	0	0
Other Materials	0	0	0	0
Volunteer Hours	801.75	645.5	301.5	344
New Volunteers	3	3	0	4
Programs:				
# Adult in person programs	19	22	23	21
Adult programs attendance	166	201	192	167
# Adult in-person programs-outside lib.	6	7	6	7
Adult programs attendance-outside lib.	8	265	43	71
# Passive Programs	7	6	5	5
Passive programs participation	260	283	369	225
# of Live Virtual Programs	4	2	2	2
Live Viewers	18	3	6	5
Live On-Demand Views	14	8	5	5
# Recorded Programs	0	0	0	2
Views of Recorded Live Pro.	0	0	0	55

	July	August	September	October
# YA in person programs	10	7	11	8
YA programs attendance	124	56	82	64
# YA in-person programs-outside lib.				
YA programs attendance-outside lib.				
# Passive Programs				
Passive programs participation				
# of Live Virtual Programs				
Live Viewers				
Live On-Demand Views				
# Recorded Programs				
Views of Recorded Live Pro.				
# Children in person programs	58	13	10	13
Children programs attendance	724	422	184	120
# Child in-person programs-outside lib.			1	
Child programs attendance-outside lib.			53	
# Passive Programs	4	4	4	4
Passive programs participation	83	71	63	43
# of Live Virtual Programs	8	6	1	4
Live Viewers	47	31	2	44
Live On-Demand Views	126	88	6	332
# Recorded Programs				
Views of Recorded Live Pro.				
Total In-person Programs	87	42	44	42
Total In-person Attend	1014	679	458	351
Total # in-person programs-outside lib.	6	7	7	7
Total programs attendance-outside lib.	8	265	96	71
# Passive Programs	11	10	9	9
Passive programs participation	343	354	432	268
# of Live Virtual Programs	12	8	3	6
Live Viewers	65	34	8	49

	July	August	September	October
Live On-Demand Views	140	96	11	337
# Recorded Programs	0	0	0	2
Views of Recorded Live Pro.	0	0	0	55
Meeting Room Use:	130	84	71	68
In-house Usage:				
Children/YA	5984	2411	2478	1295
Main-Adult NF	694	754	777	759
Fiction	6571	4133	3958	2899
HB	370	408	449	554
Total	**13619**	**7706**	**7662**	**5507**
Publicity:				
Weekly Library Corner Articles	4	5	4	5
Special Articles/Publicity	1	0	0	0
Facebook Posts	84	84	87	62
Instagram Posts	32	46	59	35
Twitter Posts	6	12	6	7
Other Posts				
Special Advertising	1	1	1	1
Podcast Downloads	5	0	0	4
Creative Cottage:				
SoundLab Sessions		3	3	4
SoundLab Participants		7	8	10
Upper Deck Usage		3	3	2