

**MINUTES OF THE BOARD OF TRUSTEES OF THE PUBLIC LIBRARY  
OF CINCINNATI AND HAMILTON COUNTY**

Date: June 9, 2020

Meeting: Regular

Place: Virtual

**REGULAR MEETING**

***CALL TO ORDER***

**ROLL CALL**

Trustees Present: Ms. Allen (arrived after roll-call), Ms. Clemons (departed early), Mr. Hendon, Ms. Kohnen, Mrs. LaMacchia, Mr. Olson and Ms. Redden

Trustees Absent: None

Present: Paula Brehm-Heeger, Molly DeFosse, Brett Bonfield, Staci Dennison, Kyla Hardin, Holbrook Sample, and Beth Yoke

***PUBLIC COMMENTS***

None.

***ACTION ITEMS***

Ms. Brehm-Heeger requested the Board approve the following action, Mrs. LaMacchia moved to:

- Recommend our Library join many others in the state and regionally in operating in a “fine free” environment. This recommendation includes:
  - Waiving fines until the end of the year and possibly beyond after assessment.
  - A complete amnesty following the lead of other regional libraries, which encompasses past material costs and fines, with the Library resuming the practice

- of charging for lost items when we are back to full-service.
- Providing staff with guidance and limits to forgive fines or fees on a case-by-case basis moving forward.
  - Raising or removing the dollar barrier limit for borrowing materials.
  - Raising the threshold for an account to be sent to a Collection Agency.

As mentioned in her May report, for several years many public libraries, including several in Ohio and Northern Kentucky, have been eliminating fines for overdue materials. With the onset of the COVID-19 pandemic, the question has become more urgent of how our Library should approach the future of fines. A small work group of staff was charged with contacting public libraries to provide an overview of the status on fines/fees. Forty-nine public libraries were surveyed (11 local libraries; 7 Ohio libraries serving large metropolitan areas; 31 peer libraries across the nation). The staff team found:

- 12 libraries were fine-free before the pandemic; several additional libraries were fine free but for only juveniles.
- Following the pandemic, in mid-April, 3 Ohio Metro libraries and 9 peer libraries joined this list for a total of 24 libraries.
- The remaining libraries have waived overdue fines or extended due dates during the pandemic, with 15 stating a date to resume charging overdue fines, ranging from May 31 to December 31, 2020.
- 7 libraries granted amnesty for past overdue fines, including 5 local Kentucky libraries that have granted amnesty for the cost of all items lost before the pandemic closure.

Important points to emphasize:

- The change will not eliminate all financial consequences for failure to return materials.
- Fines comprise a small portion of overall revenue, with this portion on a steady downward trend for several years. The fine history from 2013-2019 (Appendix I) can be found in the BoardDocs
- Although there is a loss of revenue there are certain transactional expenses associate with the collection of the revenue that will result in a small offset.
- We will continue billing for lost and damaged items.
- Overdue fines prevent some people from checking out materials, which undermines the library's overall mission of connecting people to the world of ideas and information.

Mr. Hendon seconded.

Voting for the motion: Ms. Clemons, Mr. Hendon, Ms. Kohnen, Mrs. LaMacchia, Mr. Olson and Ms. Redden... 6 ayes. The motion carried. **(11-2020)**.

Mr. Hendon moved the following:

The Facilities and Finance and Audit Committee recommended that the Board take the following action.

- Approve of the Deer Park lease with the following key terms and authorize the Eva Jane Romaine Coombe Director to execute the lease:

Landlord	Hamilton Group, LLC
Description of the property	24,934 square feet in the Dillonvale Shopping Center 4020 East Galbraith Rd, #16 Cincinnati, Ohio 45236
Initial Lease Term	10 years, 4 months 4 mo. - no cost 5 - 64 mo - \$17,661.58 per month 65 - 120 mo - \$17,700.50 per month
Buildout contribution from Landlord	Roof replacement
Estimated project costs to the Library	Project budget - \$5,000,000

The Hamilton County Prosecutor's Office has reviewed the lease.

- The Madisonville lease was presented for approval with the following key terms:

Landlord	Madisonville Phase III LLC
Description of the property	8,762 (estimated) square feet in new mixed use property Block between Prentice St, Whetsel Ave, Madison Rd, and Mathis St.
Estimated completion of property	Spring 2022 - occupancy 180 days after completion
Initial Lease Term	15 years 1 - 60 mo - \$15 per sq ft - estimated at \$10,952.50 per mo 61 - 120 mo - \$16 per sq ft - estimated at \$11,682.67 per mo 121 - 180 mo - \$17 per sq ft - estimated at \$12,412.83 per mo CAM - estimated at \$4,600.05 per month
Renewal Options	2 Five year options at market rental value
Buildout contribution from Landlord	\$40 per sq ft (currently estimated at \$350,480)
Option to purchase	Option to purchase at fair market value between 7.5 and 9.5 year of lease
Estimated project costs to the Library	TBD

- A vote on the Madisonville lease was tabled so the lease could be reviewed further.
- Authorize the Eva Jane Romaine Coombe Director to enter into a contract with GBBN as the most qualified for the Lease Buildout Projects 2020-2024. The Library received Statements of Qualifications from 15 firms interested in providing architectural and design services for the Lease Buildout Projects 2020-2024 and rank the top three firms as follows:
  1. GBBN
  2. Brandstetter Carroll Inc.
  3. Levin Porter Architects

The Committee reviewed the submittals and considered several factors:

- Working with the Library
- Working in the Library industry
- Working with publicly bid projects
- Knowledge and relationships with local construction market
- Portfolio of sample projects

Authorize the Eva Jane Romaine Coombe Director to enter into a contract with Champlin Architects as the firm most qualified for the Main Library Project. The Library received Statements of Qualifications from 6 firms interested in providing architectural and design services for the Main Library Project and rank the top three firms as follows:

1. Champlin Architects
2. GBBN
3. Williams Architects

The Committee reviewed the submittals and considered several factors:

- Working with the Library
- Working in the Library industry with an emphasis on large urban libraries
- Working with publicly bid projects with multiple phases over a period of time
- Knowledge and relationships with local construction market
- Portfolio of sample projects

Library staff will determine the timing of the project given the funding challenges. In addition, the Library will begin discussions with potential Owner's Rep firms for this project.

- Approval to waive the post audit meeting given that the audit is almost complete and Library staff is working to complete the Comprehensive Annual Financial Report. Currently, the auditors expect to issue a clean opinion and clean GAGAS opinion and there are no management letter comments. The auditors will still send out a draft opinion/GAGAS opinion to each board member with the option to request a meeting within 5 days of receiving the email.

Ms. Redden seconded.

Voting for the motion: Ms. Allen, Ms. Clemons, Mr. Hendon, Ms. Kohnen (Ms. Kohnen abstained from the architect selection on Lease Buildouts 2020-2024), Mrs. LaMacchia, Mr. Olson and Ms. Redden... 7 ayes. The motion carried. **(12-2020)**.

Mrs. LaMacchia moved the following:

- Authorize Fiscal staff the authority to seek and execute Depository Agreements for the period August 1, 2020 – July 31, 2025 with the following banks which are the five largest in Cincinnati. (Some banks may decline as a result of collateral requirements).

Fifth Third Bank  
First Financial Bank  
Huntington Bank  
PNC Bank  
US Bank

The current depository agreements with Fifth Third Bank, US Bank, PNC Bank, and Huntington Bank, expire on July 31, 2020. Although the Library is currently satisfied with the commercial banking provided by Fifth Third Bank and the investment management services provided by US Bank we intend to evaluate these services in the next 12 – 18 months and update the Board as appropriate.

Ms. Redden seconded.

Voting for the motion: Ms. Allen, Ms. Clemons, Mr. Hendon, Ms. Kohnen, Mrs. LaMacchia, Mr. Olson and Ms. Redden... 7 ayes. The motion carried. **(13-2020)**.

## ***INFORMATIONAL ITEMS***

### **EVA JANE ROMAINE COOMBE DIRECTOR'S REPORT**

Ms. Brehm-Heeger reported that:

- Following the recent protests over the tragic death of George Floyd, Ms. Brehm-Heeger opened a dialogue with Library staff and with the public. She reiterated our commitment to valuing the lives and dignity of the many people of color we serve. Internally, we will be holding moderated discussions to hear the voices of staff who can help our organization be truly diverse and inclusive. We will also develop concrete steps to ensure inclusion is built into our organizational and leadership structure. Externally, our Facilities Master Plan process has a strong emphasis on diversity and inclusion. We will

build on this work. Despite the pandemic and limits to in-person gatherings we are developing spaces for discussion and resources to support healing and growth.

- The temporary operations of the Price Hill Branch, which had been located at the neighboring Cincinnati Recreation Commission site since a ceiling collapse in July 2018, have ceased. The continuation of the lease agreement with the CRC expired in May 2020. The CRC also had their own need for their space this summer and we have a projected opening for the renovated and expanded Price Hill Branch set for late 2020 or early 2021. Staff will continue to find avenues for offering materials and services via community partnerships in Price Hill until the greatly enhanced new location opens.
- As mentioned in Ms. Brehm-Heeger's May report, the Library has moved to producing a statistical report in the format of the Director's Report on a quarterly basis. The next quarterly report will be produced at the end of July (reviewed at the August Board meeting). In lieu of this full report, below is a statistical overview for May 2020:
  - 432 curbside and 931 drive-thru visits since reactivating service in late May
  - 2,553 meals served
  - Digital circulation was 450,000 (up 30% from May 2019)
  - Social media
    - 33,000 engagements on Facebook (up from 5,500 in May 2019)
    - 18,000 engagements on YouTube (up from 3,400 in May 2019)
  - Virtual Information Center
    - 13,700 calls
    - 1,800 emails
    - 2,400 chats
  - 1,300 new cardholders (includes temporary 3-week cards)
  - 714,000 minutes of wifi used

## **FACILITIES AND FINANCE AND AUDIT COMMITTEE REPORT**

Mr. Hendon reported that:

- Currently, we do not have any new updates related to PLF funding but do expect more information to report at the Board meeting. We expect the tax levy amount for the second half to be available at the August board meeting. The primary source of other revenue is Fines and Fees. As expected, this is down for the year and we expect that to continue through 2020.
- As staff begin returning to the buildings and the Library begins providing service, we are making concerted effort to make sure that we have necessary cleaning, sanitizing, and protective equipment. One major challenge is the number of facilities we have. In many cases, we need to keep a larger amount on hand so that we can meet the needs of all locations. In addition, we do not have enough good information on consumption

to predict our needs. These factors, combined with customer and staff expectations, as well as limited supplies in that market need to be considered when rolling out additional services.

## **TECHNOLOGY COMMITTEE REPORT**

Ms. Redden reported that:

- BiblioCore is the part of BiblioCommons that will replace our current catalog search functionality with more accurate search results, easier borrowing, and enhanced discovery pathways to our materials. BiblioWeb is the part of BiblioCommons that will replace [cincinnati.library.org](http://cincinnati.library.org) with a new website, fresh content, great customer experience, and seamless integration with the catalog. After delaying staff training and the launch date, we have a new timeline.

June 8 to July 12:

- BiblioCore training for staff featuring webinars and online classes
- Newly developed staff training is mostly asynchronous – easy on scheduling as we open services

June 29 to July 12:

- BiblioWeb tours for staff

July 13 to August 2:

- Public Preview of the complete BiblioCommons experience

Monday, August 3:

- Full Public Launch of BiblioCommons
- We are happy to provide a top flight online experience for all of our customers, especially during times of more limited or modified access to our physical locations.

## **OPERATIONS COMMITTEE REPORT**

Ms. Redden introduced :

- Avondale Mid-Size Branch Manager, Kaya Burgin talked about the Avondale community, the role the branch plays in that community, in particular the importance the Library plays in providing essential technology access.
- The Library's in-person service activation and plans are as follows:

On Tuesday, May 26, the Library re-opened drive-thru service at its Covedale, Groesbeck, Harrison and Reading branches, as well as the Main Library, and curbside

service at Symmes. Two days later, on May 28, the Library began curbside service at Blue Ash and Loveland branches, and added additional curbside service locations on June 1 at Anderson, Clifton, Green Township, North Central and Walnut Hills branches. Curbside service at Delhi, Hyde Park, Oakley, Sharonville and Wyoming branches was added on June 8. In addition, on June 1, we began accepting returns at all locations except Price Hill, which, as noted, in the Director's report, is no longer operating in the Cincinnati Recreation Center where it has been collocated because the Center is not open to the public. June 1 was also significant because the Library began accepting new requests to reserve books, DVDs, and other physical items in its collection. Customers could send their holds to any of the locations providing in-person service.

Based on its success at the first 18 locations offering in-person service, and by comparing best practices with peer libraries, the Library is planning to add additional in-person service later in June. Our intention is to open the Main Library's first floor (both buildings) for technology access including copying, printing and faxing, the week of June 15. We will add three additional locations (Avondale, College Hill, and St. Bernard) for similar technology focused access the week of June 22. Staff will mediate access to onsite materials as we can at these early locations offering in-person service. These service models will be different than pre-pandemic service with limited number of customers in any location at a given time and a focus on recommended social distancing. Also on June 22 we intend to launch browsing-only locations at Mariemont and Monfort Heights. As services restart we may need to review our Standards of Library Behavior to ensure that these Standards encompass regulation of physical distancing as necessitated by public health needs. Any change is subject to approval by the Hamilton County Prosecutor's Office and approved by the Board of Trustees at the next full Board meeting.

- The Library is finishing its second of three scheduled Branch refreshes and starting its third. Following the carpet, paint and furniture refresh at Elmwood Place, which reopened March 9, a refreshed College Hill, with new carpet and paint, will reopen for technology-focused access during the week of June 21. Madeira's carpet and paint refresh, which will reverse the adult and children's areas of the building in order to offer improved customer service and better meet the needs of its community, will be completed in early July.

## **HUMAN RESOURCES COMMITTEE REPORT**

Ms. Allen reported that:

- Preparation for the 2021 renewal of medical and voluntary benefits has begun. The Human Resources benefits team met with Strategic Benefits, the Library's benefits broker, to discuss the claims data and projections for the 2021 renewal rates. Strategic Benefits informed the team that the anticipated renewal rates, which are based on experience and historical claims data, are projected to increase at a more significant rate

than in recent years. Human Resources will seek to engage a small group of staff to discuss benefit options as we move forward.

## **STRATEGY COMMITTEE REPORT**

Mrs. LaMacchia reported that:

- We adjusted plans for summer learning so that we can continue to offer robust resources and opportunities, but in a way that provides flexibility given the uncertain environment brought on by the pandemic. We are offering a mix of online and print resources and services to accommodate families with differing levels of access and expertise with digital tools and technology. Discover Summer officially kicks off on June 8<sup>th</sup>. Information can be found at [cincinnati.library.org/summer](http://cincinnati.library.org/summer).

For summer, we are serving the community by:

- Distributing one free book per child or teen (up to 30,000), as well as summer activity booklets for the following age ranges: pre-kindergarten, elementary school, middle school and high school. Families with pre-kindergarteners will also receive an early literacy calendar. Each booklet includes do-at-home STEM (science, technology, engineering and math) activities as well as a page to track the number of minutes each day a young person spends reading and learning.
- Planning virtual programs and events to take place daily throughout the summer. If it becomes safe to do so later in the summer, we may consider some in-person, small group activities. These are added to the online calendar as they're finalized.
- Creating a robust web presence and engagement tool. Besides offering a web site with resources, this year we are piloting an engagement tool called BeanStack, which works via a mobile app and online. Parents can use it to track their child's reading and learning, find and share reading recommendations, and more. We hope to launch BeanStack the second half of June.
- Summer meals are being offered at select branches, based on neighborhood demand and the capacity of our partner who delivers the meals. This program is federally funded.
- In July we'll begin offering "Take and Make" kits for elementary aged youth which they can take home and enjoy with family members. The kits will help children build skills in science, technology, engineering and math (STEM).

An ad-hoc group of Children's and Teen Services Librarians are currently developing recommendations for serving youth while we are in Tiers 2 and 3 of our recovery process, which will lead to some additional services. The goal is to build on existing partnerships, such as our summer meals partner, to bring additional opportunities to youth this summer, especially while our buildings are not fully open to the public. We are also in close communication with other community organizations that serve youth in the summer to see how we may coordinate our efforts to better serve youth across the city and county.

- Strategy has been working with community partners, and since mid-March we have delivered:
  - Over 700 masks sewn in our Makerspaces to TriHealth and are awaiting cloth from the Hamilton County Public Health Department to begin making masks for them.
  - 2,000 books to the Cincinnati Recreation Commission to distribute to youth via their Rec to Go Bags. We expect to deliver 500 more books, provided by the Friends, in early June to additional organizations in the county.

We are also in conversations with community institutions such as Cincinnati Compass, the Cincinnati Museum Center and Cincinnati Public Schools, to see how we may pool resources to serve vulnerable populations throughout the county.

While some of our facilities remain closed we have also reached out to organizations and offered use of our spaces, such as parking lots, for activities like blood drives.

Given the unrest in the community due to the tragic killing of George Floyd in Minneapolis, we have also reached out to community groups to offer our support in helping to promote a dialog about race and to create a more equitable community for all residents.

### ***CONSENT AGENDA ITEMS***

Mrs. LaMacchia moved the Board approve the consent agenda as follows:

- Minutes of the Regular Meeting held May 19, 2020.
- Monthly Financial Reports – for the period ending May 31, 2020.
- Marketing Board Report – May 2020.
- Contributions, Gifts, and Donations – May 2020.

#### **CONTRIBUTIONS, GIFTS, AND DONATIONS RECEIVED GREATER THAN \$1000 May 1, 2020 - May 31, 2020**

5/29/2020	Library Foundation	Johnson - Adult Learning	10,000.00
5/29/2020	Library Foundation	Cincinnati Childrens Hosp - Covid/Summer	4,000.00

- Personnel Change Report reflects changes through May 16, 2020.

## Personnel Change Report

<u>ACTION</u>	<u>FULL NAME</u>	<u>AGENCY</u>	<u>JOB TITLE</u>	<u>FTE</u>	<u>GRADE</u>	<u>EFFECTIVE DATE</u>
Appointment	Killman, Margaret S	Strategy	Lifelong Learning Manager	1.00	10	04/05/2020
Appointment	Kendig, Daniel L	Marketing	Web Developer	1.00	10	04/19/2020
Appointment	Becker, Joshua T	Marketing	Senior Web Developer	0.60	11	03/22/2020
Change	Henry, Owen K	Marketing	Web Developer	1.00	10	04/30/2020
Change	Bach, Kathleen A	Service Operations	Regional Manager	1.00	12	05/03/2020
Change	Holt, Christopher C	Service Operations	Regional Manager	1.00	12	05/03/2020
Change	Greifenkamp, Katherine	Service Operations	Regional Manager	1.00	12	05/03/2020
Change	Brehm-Heeger, Paula C	Director's Office	Eva Jane Romaine Coombe Director	1.00	X	05/03/2020
Change	Hardin, Kyla D	Human Resources	Human Resources Director	1.00	14	05/03/2020
Change	Rice, Christopher	Marketing	Marketing Manager Customer Experience	1.00	13	05/03/2020
Change	Rampa, Justyn E	Strategy	Manager	1.00	10	05/03/2020
Change	Dennison, Staci N	Development Office	Chief Development Officer	1.00	14	05/03/2020
Change	Yoke, Beth A	Strategy	Chief Strategy Officer	1.00	14	05/03/2020
Departure	Brinker, Krista M	Cataloging & Processing	Line Assistant Physical Processing	1.00	02	03/22/2020
Departure	Wise, Andrew	Techcenter / Makerspace	TechCenter\Makerspace Technician	1.00	04	05/29/2020
Departure	Dyer, Chelsea E.	Popular Library	Shelver	0.60	01	03/27/2020
Departure	Pietens, Kelsey J.	Blue Ash Branch	Children's Librarian Senior Library Services	1.00	07	04/03/2020
Departure	Young, Sha'Tisha F.	Popular Library	Assistant	0.50	04	04/04/2020
Departure	Hedspeth, Ramona L.	Covedale Branch	Library Services Assistant	0.50	03	05/01/2020
Departure	Reeder, Abraham L.	Anderson Branch	Shelver	0.30	01	05/11/2020
Departure	Kim, Yungeun	Sharonville Branch	Homework Help Aide	0.30	01	05/15/2020
Departure	Poortman, Johanna H.	Symmestownship Branch	Library Services Assistant	0.50	03	05/22/2020
Departure	Reichkitzer, Noelle T.	Covedale Branch	Library Services Assistant	0.60	03	03/25/2020
Promotion	Taylor, Kathleen	Service Operations	Regional Manager Customer Experience	1.00	12	05/03/2020
Promotion	Rampa, Justyn E	Strategy	Manager	1.00	10	03/22/2020
Promotion	Desiderio, Joseph F	Youth Services	Teen Librarian Digital Development Team	1.00	07	03/22/2020
Retirement	Bolek, Sandra C.	Marketing	Leader	1.00	11	04/30/2020
Retirement	Sferra, Maria A.	Service Operations Delhi Township	Regional Manager	1.00	12	04/30/2020
Retirement	Huebner, Kathy J.	Branch	Library Services Specialist Senior Library Services	1.00	05	05/01/2020
Retirement	Brush, Sally M.	St Bernard Branch	Assistant	1.00	04	05/09/2020

**Personnel Change Report**

<u>ACTION</u>	<u>FULL NAME</u>	<u>AGENCY</u>	<u>JOB TITLE</u>	<u>FTE</u>	<u>GRADE</u>	<u>EFFECTIVE DATE</u>
03/22/20 - 05/16/20						

- Statistical Report for May 2020.
- Investment Report (summary of invested balances) as of May 31, 2020.

**Investment Summary as of May 31, 2020**

	Amount
	<u>As of 5/31/2020</u>
<b>Fifth Third Investment:</b>	
General Fund	\$3,750,000.00
Building and Repair	\$9,750,000.00
<b>Total</b>	<b>\$13,500,000.00</b>
 <b>Fifth Third Operating Account:</b>	
General Fund	28,764,846.88
Insurance Reserve	230,000.00
Special Revenue	
Funds	900,663.60
Building and Repair	7,048,185.24
Permanent Trust	
Funds	1,346,623.95
<b>Total</b>	<b>\$38,290,319.67</b>
 <b>STAR Ohio:</b>	
Building and Repair	1,116,847.06
<b>Total</b>	<b>\$1,116,847.06</b>
 <b>U.S. Bank Managed Investments (Trust Funds):</b>	
<b>Total</b>	<b>\$6,767,979.00</b>
	 <b><u><u>\$59,675,145.73</u></u></b>

Mr. Hendon seconded.

Voting for the motion: Ms. Allen, Mr. Hendon, Ms. Kohnen, Mrs. LaMacchia, Mr. Olson and Ms. Redden... 6 ayes. The motion carried. **(14-2020)**.

The Regular Meeting was then adjourned.

---

President

---

Attest: Secretary