

Bedford Public Library System
Board of Trustees Meeting Minutes
Bedford Central Library
January 8, 2019

Board members present: Mary Jo Krufka, Penny Carter, Ellen Wandrei, Debbie Morin, Randy Cox, Jan Markham and Pamela Willoughby

Staff present: Jenny Novalis, Library Director

Ellen called the meeting to order at 6:00pm.

Ellen asked for a motion to approve the minutes from the previous meeting. Penny motioned to approve the minutes, Mary Jo seconded, all agreed.

Ellen asked for a motion to approve the agenda. Jan motioned to approve the agenda, Debbie seconded, all agreed.

No public comments.

Directors report:

Jenny explained how staff deal with overdue items and the automated processes that take over once an item has been marked lost. Jenny presented the proposed changes to the Lost or Damaged Materials policy. The changes are intended to make the policy more ‘patron friendly’ by extending the time for reimbursements to be made when a previously lost item has been found and returned. It also strikes the wording that “once charged to the account, the cost of any returned materials will not be waived”. These are a common sources of conflict at our locations and changing them does not significantly delay or impair the re-ordering / replacement procedures we are already using. The Board discussed the policy changes.

The library was able to split the cost for the Stewartsville heat pump replacement with the County. The new unit has been in place since December and staff and patrons are very happy to have heat again. The Forest electrical work had been delayed but will be starting soon. Shipment of materials was delayed, they did not arrive until 12/31. Following the re-wiring project at the Moneta Library, we were able to install a new IP communicator for the alarm monitoring system. This is the first step toward allowing us to discontinue paying for analog phone lines at this location. The library spends around \$550 / month for analog phone lines for all our buildings.

Jenny updated the board on the continuing success of the Virginia Career Works partnership. The Bedford Libraries are designated as local access points where job seekers can meet with a career counselor onsite, during their designated office hours. Currently the heaviest need is at the Bedford location and Denise Hutton schedules about 12 hours per month here to help people find jobs and/or training for new career paths. Since October 2017 the Virginia Career Works Career Navigator provided service for basic employment assistance and/or training assistance to a total of 112 persons searching for employment or with potential opportunity to increase skills with training in our facilities. The program also includes a Career Navigator for youth ages 14-24 who have some sort of barrier to reaching their goals of gainful employment. The Region 2000

Workforce Development Board wants to expand the library access point project to include designated job-seeker laptops and/or video conferencing capability with their central office in Lynchburg. The Board discussed how important these services are to our citizens and encouraged the libraries to continue with this successful program.

Jenny asked the Board to approve a tuition reimbursement request from Kristin Robertson per the library's policy. She is finished with her MLIS degree and as the manager at our Montvale library, she is eager to continue applying this knowledge at Montvale and by working on system-wide projects for the library. Ellen asked for a motion to approve tuition reimbursement request of \$2000 for Kristin Robertson. Jan motioned approve the reimbursement, Randy seconded, all agreed. Cassandra Baldwin has completed her first semester of library school and is requesting half of the eligible yearly amount, \$1000 for reimbursement. Cassandra is our youth services librarian at Central Library. Ellen asked for a motion to approve her request. Penny motioned to approve the reimbursement, Jan seconded, all agreed. Jenny noted that tuition reimbursements are paid out of state monies, not local funds. The Board asked how many MLIS librarians are on staff. With the addition of Kristin and Katie, there are now 6 FT MLIS librarians on staff.

The Greater Lynchburg Community Foundation has approved a grant request of \$3,150 to help expand the library's summer reading program at the two highest population locations, Forest and Bedford. The grant will allow the BPLS to add two performances at Forest and Bedford for the Rock Star Magicians and the Roanoke Children's Theater. Plus add in a new show, the Science Tellers, at all 6 locations. All programs are free to the public, funded from various Friends of the Library groups, the BPLS Foundation, community donations, and grants like this one from the GLCF.

Rosey Clark, manager of the Moneta/Smith Mountain Lake Library will be retiring in March. The library thanks Rosey for her many years of service and wishes her well. The job announcement has been posted on the library's website, the public bulletin boards and on several library association sites and other career search sites.

The library would like to offer a new service, curbside pickup, as a pilot project at our Forest location. Jenny explained how the service might work, and noted that we would be borrowing a lot of these processes from successful examples at other public libraries. Lauren Harper, the manager at the Forest Library is excited to start the pilot project and has her staff onboard. The Board discussed the proposed project and felt it would be well-received by the patrons and add a valuable service. Forest has the highest number of holds in our whole system, 24,835 items since July 2018. Of that almost 20,000 items were brought there from other locations for pickup and over 5,000 items were pulled directly from the shelves for people to access quickly from the pickup location inside the building. Compared to other locations, Bedford processed a little over 7,000 holds and Moneta processed almost 6,000 holds during this same time period. The holds count for the entire Campbell County Library System since July 2018 came in under just our total for just the Forest Branch. They processed 17,219 holds.

It is important to note that the majority of people who have the Forest Library listed as their 'home' branch are Bedford County citizens, only about 6% of the service population comes from

Lynchburg and Campbell County. Penny noted a recent, positive article in the Roanoke Times about their library system. Community support, good press and knowledge of the services that our system offers is very important. It is helpful to talk-up our library system as well.

The Board discussed the financial report. It was noted that the target operating budget expenditures for the end of December is 50% and the library came in at 52.6%, which is well within standard deviation for the operating budget expenses. Jenny noted that building/grounds/custodial maintenance expenses are coming in higher than anticipated. Revenues are anticipated to come in a little higher than expected as well. The Passport application processing service has already met its annual goal and we are only halfway through the year.

Ellen asked for a motion to adjourn. Mary Jo motioned to adjourn, Debbie seconded, all agreed. Meeting adjourned at 7:10pm.