

GREENVILLE COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES
Minutes of the Regular Meeting
Conducted by Teleconference
March 22, 2021

Present: Mr. Brian Aufmuth, Ms. Laura Baker, Mr. Kenneth Baxter, Mr. Tommy Hughes, Mrs. Glenda Julian, Mrs. Deryl Paradis, Mr. William Pinkston, Mr. Dan Wooster, and Mr. S. Allan Hill, presiding.

Absent: Mr. Dick Jensen, Mr. Joe Poore

Managers Present: Karen Allen, Youth Services Manager; Greg Hester, Operations Manager; Brian Morrison, Access and Discovery Services Manager; Jerry Osteen, Information Technology Manager; Jimmy Wooten, Community Engagement Manager; Beverly James, Executive Director; and Jill Cornwell, Administrative Projects Manager, acting as Recording Secretary.

CALL TO ORDER

Mr. Hill called the meeting to order at 12:07p.

APPROVAL OF MINUTES

Mr. Hill asked for corrections or additions to the draft minutes from the Regular Board of Trustees Meeting of January 25, 2021. With no further changes, Mrs. Paradis moved to accept the minutes with the correction. Mr. Baxter seconded. All were in favor and the motion carried.

EXECUTIVE DIRECTOR'S REPORT

Unanticipated E-rate Funds

Ms. James referred to the background explanation about E-rate funds sent to Trustees in the meeting packet. After responding to questions about the Windows upgrade for the self-checkout kiosks, she requested the Board's approval to expend the funds totaling \$62,513.83 in the following manner:

- \$52,125.00 to upgrade the operating system on 25 self-checkout kiosks from Windows 7 to Windows 10.
- \$10,388.83 to go towards the purchase of video display replacements and new monitors to replace projectors at Berea, Mauldin, Pelham Rd, and Travelers Rest.

Mr. Wooster so moved. Mrs. Paradis seconded. All were in favor and the motion carried.

FY21-22 Strategic Operations Plan

Ms. James acknowledged the work of all of A-Team and Mrs. Cornwell for taking the lead on the plan.

Ms. Baker shared her concern that the Library was missing information by not having conducted a community survey. She added that the timing of the survey likely impacted the level of input from trustees and that it was a particularly difficult time for some. Ms. Baker stated that the input gathered did not capture all of the data from the community adding that the Library's approach to gathering stakeholder input was targeted and left people out. She expressed her desire to hear from the public in general. Ms. James stated that guidance from Trustees would be needed on what to include in the survey and how to conduct it, acknowledging that the use of services that provide statistically valid surveying and data management were expensive. She shared that a mailed paper survey was used the last time the Library conducted a community survey, noting that a telephone survey had been conducted years before that and the amount of time involved in analyzing and synthesizing the data was extensive. Ms. Baker suggested contacting other libraries to see how they gather community input, and asked if the State Library

could offer guidance. Ms. James indicated that she would check with other libraries in the state, and Charleston specifically, concerning the methodology they had used in gathering community input since they had recently completed their Strategic Plan.

Mr. Hughes inquired about the possibility of each library location reaching out to their patron base. Ms. James acknowledged that there may be a way to use a paper survey for visiting patrons at library locations, but the challenge would be to reach non-users. She added that contacting organizations as stakeholders was not an unusual method for gathering input.

In response to questions about the duration and timing of the plan, Ms. James stated that the Technology Plan and next Strategic Plan would be developed at the same time. Mr. Hughes noted that he would like to see an annual update of the objectives listed in the plan. Mrs. Paradis asked about the budget process and whether or not including funds for a community survey would need to be considered in the current budget process. Ms. James confirmed that the proposed budget that the Board would be acting on next month was for fiscal year 2022 (July 1, 2021-June 30, 2022), and would reflect funding for initiatives listed in the FY21-22 Strategic Operations Plan. The next Strategic Plan would follow the timeframe of FY23-25, and the associated budget for items reflected in that plan would be addressed in the FY23 Library Budget proposal.

Mr. Aufmuth asked how the plan would be communicated to staff. Ms. James stated that the plan would be posted on StaffWeb and referenced in New Hire Orientation. She noted that a preliminary overview of the key components of the plan had been provided to supervisors at their March meeting. She added that curriculum surrounding the Guiding Principles would be developed for staff.

Mr. Hill asked for a motion to adopt the plan. Mrs. Paradis so moved. Mr. Hill amended the motion to adopt the plan to include the provision of periodic updates regarding how objectives are being implemented. Mr. Aufmuth seconded. All were in favor except Ms. Baker who voted no. The motion carried.

UNFINISHED BUSINESS

Mr. Aufmuth asked if there was an update on the restoration of the globe at the main Library. Ms. James responded that she would ask Mrs. Cornwell, attending the meeting remotely, to provide an update to trustees via email.

NEW BUSINESS

Mr. Pinkston asked if the café at the Main Library was going away. Ms. James stated that the Library couldn't offer a vendor enough traffic at this time to sustain a café area. She added that the open space outside the kitchen would be converted to an area for teen programming, including crafts.

ADJOURNMENT

With no further business, Mr. Hill asked for a motion to adjourn. Mr. Aufmuth so moved. Mr. Wooster seconded. All were in favor and the meeting adjourned at 12:50p.

S. Allan Hill
Chair, Board of Trustees

Beverly James
Executive Director

Jill Cornwell
Recording Secretary