

Grand County libraries: linking people to boundless opportunities
GRAND COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES
Monthly Meeting
Tuesday, February 21, 2017
5:30 PM
Granby Library
55 Zero St., Granby, CO 80446
Meeting Minutes

Trustees present: Mary Chance, Marcus Davis, Annie Douden, Carol Hunter, Nancy Knoohuizen, Sally LeClair, and Jim Sloan
Staff Present: Stephanie Ralph, Tara Ingle, Sarah Greenberg, Jeanie Johnson, and Sue Luton.
Georgia Noriyuki was present as legal advisor.
Public present: Marla Gall, Elizabeth Gall, Kerry Davidson, Shawn Davis, and Michelle Grant

- I. Call to Order and Consideration of Trustee Absences
President Chance called the meeting to order at 5:30 pm.
All trustees present.
- II. Amendments to the Agenda
Presentation by community member, Marilyn Hunter, postponed. That agenda item will be removed.
- III. Approval of the Agenda
- IV. Chance entertained a motion to approve the agenda as amended. Knoohuizen so moved, Davis seconded, all approved, motion carried.
- V. Consent Agenda:
 - A. January Board Minutes
Correction to minutes—Correspondence
 - B. November December Check Register and Expenditures
 - C. Finance - January Budget to Actuals and Balance Sheet

Motion by Sloan to approve consent agenda with correction to minutes, Douden seconded, all approved, motion carried.
- VI. Friends of the Grand County Library, Inc.
Marla Gall spoke on behalf of The Friends stating that there is a workshop/retreat on Thursday, Feb. 23, where the board will discuss disbursement of funds. Bingo with Rotary in Fraser, which raised \$514.00, was very successful.

During the retreat and during March, the Friends will:
 1. Examine their mission statement, 2017 goals, funds distribution, fund-raising plans and the need for a coordinator for Tops of Rockies

Respectfully submitted by Jeanie Johnson, Recording Secretary
Approved March 21, 2017

- a. Work to make Tops of the Rockies a more inclusive affair with guests from all of Grand County.
2. In March, they will review and update the Memorandum of Understanding (MOU) and get that signed.
3. Clarify donation procedures
 - a. The Friends often receive gifts, with a footnote requesting that funds be designated to benefit a particular library. Friends balance was \$44,700 at end of 2016. The highest ever was \$46,000 to distribute.

LeClair asked for clarification about donating to Friends on behalf of a particular library. Ralph replied that it is best for the money be designated to district rather than one branch. The policy that we have used for past years has worked well.

Information Items

- A. Review by Executive Director of January GCLD department highlights including results of staff satisfaction survey

Ralph highlighted Fraser Valley Library's "I Noticed" initiative that rewards good behavior. Juniper has had a good response from children to the After School program, from 5-12 attending each week. Four volunteers organized by Bonnie Severson have helped make this program possible. The program usually is quite casual with a craft, Wii games, and food. Kids are having a good time and enjoying the library.

Book Clubs are thriving. Art in the libraries is a community contribution.

Antique Valentine display in Granby Library.

Tech Time—Granby—Very successful and needed program which assists with basic questions, and often password recovery,

Bessie Minor Swift Foundation grant—Babies, Books, and Bags

SRP—Building a Better World is theme.

Snow ploughing has been above budget, though expenditures usually even out by end of season.

Michelle Grant, Jeanie Johnson, and Stephanie Ralph, attended the Granby Rotary Club meeting and provided updates on library services, particularly those for children.

BOCC presentation—lots of effort toward transparency

Performance evaluations were completed in January.

The Board of County Commissioners approved reappointment of Nancy Knoohuizen and Annie Douden as Trustees.

Gracie Hammond, long-time volunteer, passed away.

Respectfully submitted by Jeanie Johnson, Recording Secretary

Approved March 21, 2017

Staff Satisfaction Survey

Objectives: To ascertain how our internal structure is working and how and where to make changes to improve. Special objective this year was to look at the benefit package and see how it is received by staff.

Task analysis responses indicated that staff are comfortable with daily tasks. This year there is greater comfort with and ownership of professional learning.

Unforeseen problems such as building issues and patron behavior situations are the most frustrating for staff.

Tech issues not resolved in way they have been in the past. Not surprising since staff in technology department has gone from 58 hours to 36 hours.

Training needs were assessed, having an end of year look at training we provide and being specific in areas where help is needed. Request for more documentation with Evanced. We feel the best way to handle this is to have one or two staff members who are proficient rather than all staff. The nature of the library gives very little uninterrupted time to complete projects—especially in one block of time.

General comments:

Growing need for partnerships in the community.
Staff morale affected by lack of an organization approach to salary and benefit package.

100% of staff feel that we make difference in our communities. We do jobs that we believe in, the district provides us opportunity to learn, to be creative, and staff feel involved.

Most staff are satisfied with health insurance provided.

Comparison of 2016 and 2017 survey results: If we are going to change direction and take on new/additional projects, we have to consider changing staff workflows and procedures. We cannot add extra tasks if we keep doing what we have always done in the same old ways.

In 2016, there was a feeling by staff that the district put expectations on them that were unreachable. Tech in the branches may be a problem going forward.

Chance asked about the work load of processing materials in the branches. Greenberg replied that most of the processing takes place in Central Services. Tracking of late materials, however, requires lots of staff time. Frequency of phone calls and notices by mail are reduced by Shoutbomb, the new text

messaging service.

B. Report on MSEC salary analysis

Ralph and Ingle reported that GCLD currently uses a step compensation plan with COLA adjustments that no longer serves our needs. Annual increases have been based on longevity with performance adjustments made from time to time, based on education and experience which have gotten GCLD far off of approved salary structure.

Vulnerabilities of GCLD continuing current salary structure are: problems replacing personnel in certain positions in future, lack of succession plan, and no incentive for individual growth within the organization. By only focusing on longevity, staff are not rewarded for improved performance.

Ingle discussed a Total Rewards Model that begins with the board accepting a Compensation Philosophy. The Total Rewards Model includes benefits, professional development, work-life balance, and base pay. Development of a Total Rewards Model will begin with the Strategic Plan and the Compensation Philosophy but will implement Base Pay changes in 2017. The MSEC analysis provides a job worth hierarchy, a synopsis of what a position is worth and what it requires based on current market.

Ingle and Ralph asked the Board to accept the recommended salary grade structure as well as move current underpaid positions up to market minimums. This would cost \$17,000 in 2017, if implemented in second quarter. Majority of positions are at minimum, but there are several far from minimal. MSEC is responsible for the salary analysis information while Ralph and Ingle provided the SWOT analysis.

SWOT analysis: S. Ralph

Funds are available (5% increase in budget for 2017). GCLD needs a system based upon job performance rather than longevity. It encourages employees to move up in the organization. Placing of everyone at minimum means that there will be increases in 2017 for those staff who fall outside the range.

Opportunities: Comprehensive approach, pay structure aligned to market, places staff compensation in an important place with budget and financial conversations,

Threats: Public perception that there should not be staff increases—not more than \$12 per hour. Internal inequities may provide disincentive for staff. We are at a time where there is a minimum of funds.

Ingle addressed staff survey in which many staff feel underpaid. Staff morale is down. We need better communication with staff about compensation and this aids in those conversations.

- Chance: Open for discussion from the Board.

It is beneficial is that staff knows this is a concern of the Board. Staff morale will improve knowing that the Board is developing an approach to staff benefits. Seven employees will immediately be affected.

- Next step is a move toward internal equity.
- Analysis gives us a basis to make the decisions we need to make. Have to communicate well. It is good for the whole of the library district.

Chance entertained a motion to move to action item, Douden so moved, Knoohuizen seconded, all approved, motion carried.

- C. Update from Mary Chance, President of the Board of Trustees on her plans for the future

The University is in paperwork portion of the hiring phase. Chance is now waiting for more information.

- D. Re-appointment by the BOCC of trustees: Nancy Knoohuizen and Annie Douden and Nominating Committee.

Discussion on BOCC procedures for trustee approval

Ralph reported that newly chosen trustees would need to attend a BOCC meeting prior to their approval and formal appointment as trustees.

Chance—still working to align schedule of trustee appointments. Nominating committee proposed Marcus Davis as treasurer. Chance requested a motion for Davis to serve as treasurer, Douden so moved, LeClair seconded, all approved, motion carried. Davis accepted.

- E. Discussion on the Consent Agenda procedure

Discussion: Trustees indicated the benefits of the Consent Agenda:

- Have information items ahead of time to read, providing freedom of time for discussion during the meeting.
- Corrections can be made to minutes through the month so when we get to meeting, they are accurate.
- Trustees give comments and changes the week prior to the meeting. It seems to be effective and working well. It is a more efficient use of Board time.

- F. Report from Committees:

- i. Community Partner

Respectfully submitted by Jeanie Johnson, Recording Secretary

Approved March 21, 2017

LeClair reported that the committee is working to identify the GCLD brand. The CP Committee interviewed people from east to west of the county and analyzed for feedback.

High points gleaned from the survey:

1. Children's services and programs are admired.
2. Meeting spaces and large spaces are a valued commodity.
3. Maintain all 5 branches, if financially possible.
4. Maintain computers, technology, value of links to higher education.
5. Many people still said, "What did passing that mill levy really mean?"

Strategic Planning

Davis—Have met three times and began with the question, "Who is GCLD today and what do we want to be?"

The mission statement under consideration is three-part:

A library is an asset for individuals and the community to connect with information and ideas.

A library is a trusted source for enrichment and information literacy.

A library is a space for all people to connect, to share, to explore ideas, and to stimulate discovery.

Goal is to get this solidified soon—ready for third quarter implementation.

iii. Policy Committee 1:36

- a. Policies under review including policy covering: Records Retention, (Power Point), Code of Ethics, Authority to Make Official Statements.

Chance and Sloan—Where we want to go through 2017, what is on horizon, and where we need to be as an organization.

Split Board policy into two distinct documents:

Ethics statement—who can speak on behalf of GCLD and at what time?

What needs to be in policy and what can be discarded

Bring current policy in line with by laws

Records Retention Policy—how long to keep things we produce

What do we do with the things we have? Helps staff prioritize paper documents, helps guide the public when making CORA requests

We could write our own record retention policy, which is outside skills of policy committee. A solution is to use the CO State Archives Records Management Manual.

Board will need to adopt this by resolution. Link is on Teamsite.

After adopting it, we have to comply which requires a records audit.

Respectfully submitted by Jeanie Johnson, Recording Secretary

Approved March 21, 2017

- b. Change to Policy Manual format
 - c. Review of MOU with the Friends
Friends are going to review the Memorandum of Understanding at this month's retreat. Ralph will finalize the MOU and it will be brought before the Board at the March meeting for approval.
- G. Discussion on the annual Board Self-Evaluation survey
Self-evaluation survey by Board members will be postponed until July 1.
- H. All Staff Training, Wednesday March 15, Granby Library.
Chance called for motion for permission of the Board for GCLD libraries to close on March 15 for All Staff Training. Unless anyone has opposition, requested that this move to action item. Davis moved, LeClair seconded, all approved, motion carried.
- I. Discussion on the date for Grand Lake annual report
Chance and Hunter agree to attend on March 13.
- VII. Action Items
- A. Direction to Finance Committee on MSEC salary analysis
Chance called for a motion to direct Finance Director to bring staff up to minimum salary by April 1, 2017. Hunter so moved, Douden seconded, all approved, motion carried.
 - B. Chance requested a motion to close all district libraries on March 15. LeClair so moved, Knoohuizen seconded, all approved, motion carried.
- VIII. Public Comment
- Marla Gall: Love your libraries, an effort of patrons in Hot Sulphur, has been a very big success!
- Shawn Davis: There is a book club in HSS that meets monthly on the second Monday of every month at the fire department..
- IX. Adjournment
Chance called for a motion to adjourn, Davis so moved, Douden seconded, all approved, motion carried. The meeting adjourned at 7:44 pm.