

**RUTHERFORD COUNTY LIBRARY SYSTEM
BOARD OF DIRECTORS
MINUTES OF MEETING
Monday, October 19, 2020**

MEMBERS PRESENT:

A. In-Person

Judge Lynn Alexander
Janita Baucum
Tim Bowling
Rollie Holden Jr.
Dr. Frank Lambert
Susan McGannon

B. Zoom

Madelyn Scales Harris
Phil King
Steve Sullivan
Lisa Trail
Chris West

MEMBERS ABSENT:

Lauren Brandon Lynette Ingram

OTHERS PRESENT:

A. In Person

Rita Shacklett, Director, RCLS
Carol Ghattas, Branch Manager, Linebaugh
Ginger Graves, Branch Manager, Smyrna Library
Mindy Barrett, Branch Supervisor, MGL Library
Donna Jordon, Branch Supervisor, Eagleville Library
Betty Jo Jarvis, Director, Stones River Regional Library
Elsa Britt, Recorder

B. Zoom

Kathleen Tyree, Branch Manager, TEC
Sandra Pineault, President, Friends of Linebaugh Library
Brittany Stevens, President, Friends of Smyrna Library
Niki Bernett, Smyrna Staff
Al Brittain, Smyrna Staff

OTHERS ABSENT:

Beth Wheeler, President, Friends of Eagleville Library

CALL TO ORDER:

The regular meeting of the Board of Directors of the Rutherford County Library System was called to order by Mr. Holden, Chair, on Monday, October 19, 2020, at 5:00 p.m. at MGL Library and via Zoom. Six (6) board members attended in person and five (5) via Zoom.

CONSENT AGENDA:

None.

MINUTES:

The Minutes of Meeting held on September 21, 2020 were presented for approval. There being no corrections, additions, or changes, Dr. Lambert made a motion to approve the Minutes as presented. Ms. McGannon seconded. Motion carried.

REPORTS FROM FRIENDS:

Linebaugh Friends (FOLL): Ms. Pineault reported the following:

- ✓ Income from book sales are doing well: by appointment, online (Ebay & Facebook), and the \$2.00/bag.
- ✓ Author luncheon scheduled at the end of January 2021 was postponed until the Summer. The guest author, Jennie Fields (*Atomic Love, The Age of Desire, Lily Beach*, etc.), is very cooperative and agreed to film some teasers that FOLL could post online to keep people interested.
- ✓ Paid half of staff lunches at Staff Development Day.
- ✓ Paid for the replacement of chairs in the computer area.

Smyrna Friends (FOSL): Ms. Stevens reported the following:

- ✓ Working on general membership meeting, as well as slate of officers for 2021.
- ✓ Provided lunch for Smyrna staff on Staff Development Day.

Eagleville Friends (FOEL): Ms. Beth Wheeler was absent. Ms. Jordon reported the following on her behalf:

- ✓ Will have a final book sale on Friday, November 6, 2020 during the Eagleville's First Friday Event.
- ✓ Working on to finalize their fundraiser, "Bread and Beans for Books" to be held on Saturday, October 31 from 4-7 p.m. (Received word 10/22/2020 that this event has been postponed)

Foundation:

- ✓ Will meet again on Wednesday, October 21, 2020.
- ✓ Approved two (2) new board members: John Hinkle and Jeremy Florida.

COMMITTEE REPORTS:

Finance Committee:

Mr. Bowling presented the Financial Statements ending September 30, 2020. Revenues and expenditures are on track for this period. Mr. Bowling made a motion to approve the report as presented. Ms. Baucum seconded. Motion carried.

- ✓ Ms. Ghattas noted some discrepancies under item no. 40400. Ms. Shacklett replied the bottom line numbers were correct; it's just a matter of adjusting specific figures under Hotspots and Supplies. It will be reflected in next month's financial report. Technology grant received from the state in the amount of \$3,644.00 will be reflected at next month's report under Grants (42700). The CARES grant (\$3,570.00) shows as we submit invoices for reimbursement.

Mr. Bowling gave the following update on Bookkeeping Services:

- ✓ Darnell CPA started last month after the Board approved the hiring of their services.
- ✓ Darnell CPA is slowly transitioning bookkeeping/accounting of the RCLS to digital/electronic format.
- ✓ Next fiscal year (FY 2021-22), RCLS should be GASB compliant. The cost to upgrade is well within the percentage approved by the Board. As to the bond issue, Darnell CPA is currently working up to the end of this fiscal year (FY 2020-21) to determine what kind of bonding they need and are working with our insurance agent on this matter.

Personnel Committee: Mr. West presented the revised job descriptions of the Bookmobile Driver and the Library Circulation Manager included in the board packet. Mr. West and the Personnel Committee made a motion to approve the revisions. Mr. Bowling seconded. Motion carried.

By-Laws & Policies: Ms. McGannon had nothing to report at this time but mentioned that the committee is meeting and working on updating the RCLS Policy Manual.

Nominating: Judge Alexander had nothing to report at this time.

Development & Acquisitions: Mr. King had nothing to report at this time.

Strategic Planning: Dr. Lambert had nothing to report at this time.

Facility Maintenance: Mr. Holden had nothing to report at this time.

REPORTS FROM LIBRARIES:

Eagleville Library: Ms. Jordon had nothing to add to her written reports.

MGL Library: Ms. Barrett added the following to her written report:

- ✓ Ms. Barrett welcomed the RCLS Board to the S.T.E.A.M. (Science Technology Engineering Arts & Math) room, where tonight's Board meeting is being held. The room, adjacent to the MGL Library, was created as a joint partnership with the Patterson Park and Rec for their after-school program/S.T.E.A.M. education program.
- ✓ Received a resignation notice from her Youth Services Assistant, Kelsie Vaughn.

Smyrna Library: Ms. Graves added/highlighted the following to/from her written report:

- ✓ Thanked Judge Alexander and Ms. Huddleston for attending the "Tre Hargett visit" on October 8, 2020 at Smyrna Library during the presentation of the Technology Grant check.
- ✓ As implementation of Phase 2 for Covid-19 continues, Smyrna Library received several complaints specifically concerning the entrance restriction in the Youth Services area. Ms. Graves drafted an Open Letter which she read to the Board, addressing these complaints from patrons. The Board suggested to change some verbiage, tone of the letter, and to copy the Board which would signify a tacit approval of the Open Letter.

Technology Engagement Center (TEC): Ms. Tyree had nothing to add to her written reports.

Linebaugh Library: Ms. Ghattas added the following to her written reports:

- ✓ Staff Development Day:
 - Thanked Friends of Linebaugh Library for providing lunch to staff.
 - Conducted assessments:
 - Personality & listening assessment
 - Customer service
 - Building audit. Trying to look at it from patron's point of view.
 - De-brief about Covid-19. Great discussions about what we learned, what we've gone through, and what changes did we make. Moving forward, what are the things we would want to keep, get rid of or modify.

Rutherford County Library System (RCLS): Ms. Shacklett added/highlighted the following to/from her written report:

- ✓ Thanked Mr. Holden and Ms. Huddleston for attending the "Tre Hargett" visit at Linebaugh on October 8, 2020 for the presentation of the check for the Technology Grant and CARES grant.
- ✓ Our external auditor from Dempsey, Vantrease & Follis conducted a financial audit on the RCLS for two (2) days last week. The auditor was very impressed by what Mr. Coutcher (Human Resources Manager) has done in terms of keeping up with the bookkeeping despite not having an experience as an accountant or a bookkeeper.
- ✓ On Tuesday, October 20, 2020, Ms. Shacklett will be attending a virtual management training with MTAS (Municipal Technical Advisory Service) on Human Resources Overview.

Stones River Regional Library (SRRL): Ms. Jarvis reported the following:

- ✓ Remaining in-service training for the year:
 - October 20, 2020 – Summer Reading Conference by Kate Smith (virtual)
 - November 13, 2020 – Roundtable Programming by Kate Huddleston (virtual)
 - November 20, 2020 – Homelessness and Mental Health Challenges at Your Library by Amber Hampton & Grace Eakin (virtual)
- ✓ Ms. Jarvis informed the Board that she submitted her application for retirement. Her last day will be December 31, 2020.

Phase Update:

- ✓ As Linebaugh's return to its normal hours on weeknights (Monday – Thursday: 9 am to 9 pm, Friday – Saturday: 9 am to 5 pm) were uneventful overall, and the night crew has not had any problems, Ms. Ghattas will return to being open on Sundays November 1.
- ✓ TEC will follow soon after; they will see how Linebaugh's transition goes first.

OTHER BUSINESS:

- ✓ Recognition of Staff Longevity Awards. It has been the Library Board's practice to recognize in different ways staff members when they reached a five-year mark in their employment with the RCLS. In the last 2 or 3 years, this was not done. Now, we are in the process of correcting that. During the Staff Development Day (October 12, 2020), there were 23 staff members who received their service pins for 5, 10, 15 years and so forth. Another part of that is that they are recognized at the Board meeting so that their accomplishments and contributions to the RCLS become part of the official record.

Administration:

1. **Elsa Britt** has been with RCLS since April 2008. She received her 10-year service pin. As the Director's administrative assistant, Elsa is the glue that holds all together. Her organizational skills, multilingual abilities and pleasant nature keeps us running smoothly. She has been handling the database for the Rutherford County Imagination Library since its beginnings and was recently recognized by United Way as their Volunteer of the Month for her work with the program.
2. **Valerie Rollins** has been with RCLS since September 2012. She received her 5-year service pin. Valerie began her career with RCLS as a library associate and quickly moved into the position of Collection Development Coordinator. Her teaching background and organizational talents are a natural fit for her job. Her work is always thoroughly research, accurate and any instructional materials are easy to follow.
3. **Lori Lewis** has been with RCLS since March 2010. She received her 10-year service pin. Lori is our Acquisitions Specialist in Technical Services. She began as a part-timer, but by the summer of 2012, she was promoted to full-time work as our small department grew. In addition to acquisitions, Lori helps select for our adult fiction collections at Linebaugh and helped to develop and curate our CD music collection. Lori is creative, innovative, imaginative, and one of the most efficient and dedicated people. Lori keeps the Technical Services Department and our library system moving forward.
4. **Susan Todd** has been with RCLS since September 1993. She received her 25-year service pin. Susan is a Cataloguer within the Technical Services. She began as a volunteer at Linebaugh, then moved into a part-time position in Circulation, and then eventually into full time work as a cataloger. Susan excels at cataloging many of our original, local author materials, in addition to various historical, government, and legal documents, books, and genealogical materials, many of which are housed in the Historical Research Room at Linebaugh. She is also responsible for a large portion of our video collections system-wide. Susan's knowledge, expertise, and skills are unmatched. We are lucky to have her on our team and appreciate what she brings every day.

5. **Monique Watson** has been with RCLS since September 2010. She received her 10-year service pin. Monique is a Cataloguer within Technical Services. She began as a part-time shelving clerk and then moved into cataloging in January 2012. In February 2015, she was promoted to full-time. In addition to her cataloging duties, she has also contributed to selections for our adult nonfiction collection. Over the past eight years, Monique has helped to improve and update our cataloging practices to ensure an accurate and highly searchable catalog-- no easy feat! She stays firmly on the forefront of professional cataloging practices while keeping the patron outcome in mind. Hotspots, Steam Kits, video games-- if it is unique & challenging, Monique's cataloged it! Thank you for your hard work and contribution to our community.

BOOKMOBILE

6. **Steve Freeman** has been with RCLS since January 2008. He received his 10-year service pin. As a bookmobile driver, Steve is an excellent example of how a library reaches out into the community to service its many needs. His excellent driver skills and sense of humor make him a favorite with staff and patrons of all ages. His heart for helping folks is evident in his work.
7. **Tony Pineault** has been with RCLS since February 2007. He received his 10-year service pin. He has recently joined the retirement crowd as of June 2020. As a bookmobile driver, Tony was a shining example of what outreach is all about. Along with his regular stops, he was responsible for scheduling events such as career fairs and fall festivals at schools. He handled all repair work on the bookmobile and has been responsible for its excellent condition. He will certainly be missed.

EAGLEVILLE

8. **Donna Jordon** has been with RCLS since March 1998. She received her 20-year service pin. Donna began her career with RCLS as a part-time reference clerk and moved to a full-time reference and Historical Research Room clerk in July 1999. Donna's exceptional people skills made her a natural fit as the branch supervisor of the Eagleville branch in July 2008 and she quickly became patrons' favorite. She has also developed a great rapport with both patrons and city officials.

MGL

9. **Mindy Barrett** has been with RCLS since December 2009. She received her 10-year pin. Mindy began as a part-time youth services assistant and moved to the full-time position in 2011. She moved into the youth services specialist in 2015. Her love for children is evident and her easygoing nature makes her a joy to work with. She is extremely creative and ability to adapt to any situation has proven to be a natural fit as the branch supervisor at MGL. In the short time she has been at MGL, she has established a strong partnership with the Patterson Community Center staff and with the partnership, has established the MGL S.T.E.A.M. room.

10. **Angela McLaughlin** has been with RCLS since February 2009. She received her 10-year pin. As an employee who is always willing to pick up shifts and sub when needed, Ms. McLaughlin has worked at all of the library branches and is admired by both staff and patrons. Her rapport with the Patterson Youth goes well beyond what is expected from an employee. Her creative thinking has led to the planning and implementation of programs such as the Connections: A Senior Fair and Sewing Boot Camp. She is a valuable member of RCLS team, and we are lucky to have her.

TEC

11. **Kathleen Tyree** has been with RCLS since June 2009. She received her 10-year pin. Kathleen began with RCLS as a part-time shelving clerk but quickly rose to part-time library clerk within her first two months. Her progression from full-time clerk, to supervisory clerk to circulation supervisor over the next five years is a true sign of her motivation to improve her skills and knowledge. She is always challenging herself. While working full-time, she earned her MLIS degree and was awarded the 2017 TLA Conference Internship Award. She has once again pushed herself and became the branch manager for the Technology Engagement Center. This is a perfect fit for Kathleen and gives her many opportunities to shine!

SMYRNA

12. **Al Brittain** has been an employee of RCLS since March 2007 and currently holds the position of Circulation Supervisor at the Smyrna Public Library. He received his 10-year pin. During Al's tenure he initially worked as a Library Associate and eventually appointed as a part-time evening Supervisor. In 2018, Al received promotion to Circulation Supervisor. Al is responsible for helping organize and feature the popular Graphic Novel collection located in the Smyrna Public Library. He also assisted in obtaining a Gaming Grant for the Smyrna branch. Several years ago, when the Smyrna branch had library pets, Al was responsible for taking care of the Chinchillas and keeping their cage clean. Another unique "feather in Al's cap" is that he was the lone hero who caught a trapped bird that found its way into the Smyrna Library break room during a renovation project. Of course, Al returned the bird to its natural habitat. More recently, Al supervises the scheduling and execution of test proctoring services and performs duties as a Notary Public. It is evident that Al is dedicated to his work at Smyrna Public Library and he continues as a trusted and respected employee. Current Smyrna staff members shared their positive thoughts about Al by saying that he is knowledgeable, dependable, helpful, awesome, always-has-your-back, patient, kind, and a great coworker and friend. The Smyrna Public Library branch of RCLS is very fortunate and deeply grateful to have Al Brittain as part of the team.

LINEBAUGH

13. **Garrett Crowell** has been with RCLS since March 2014. He received his 5-year pin. Garrett is the Library Circulation Manager. He completed the Tennessee Academy for Library Leadership in 2019 and has applied for the Public Library Management Institute. He did an

excellent job in coordinating staff and revamping the Bookmobile service schedule in 2020 and attended the Association of Bookmobile and Outreach Services conference this October. Garrett has been leading the way in our system-wide annual Free Comic Book Day events, which draw great crowds and introduce many to our libraries. He has been a strong support of the Branch Manager at Linebaugh during the 2020 COVID-19 pandemic, while working to connect virtually with staff during our shutdown. Garrett thinks outside the box and is a great supervisor and motivator at Linebaugh, and I am so glad to have him on our team.

14. **Lisa Ramsay** has been with RCLS since July 2009. She received her 10-year pin. Lisa serves as a Library Circulation Supervisor. Lisa is the go-to person for all things Reference and works closely with patrons seeking research on obituaries and family history queries. She oversees the Historical Research Room and orders relevant materials to keep that collection a popular center for people working on genealogies or area research. Lisa has been instrumental in getting our historical newspapers digitalized, allowing patrons to easily search without having to use a microfilm reader. In the past few years, Lisa has attended several conferences relating to research and archives, keeping Linebaugh on the frontlines in this important field. Lisa has done an excellent job in producing our monthly in-house LINK newsletter. I lean on her expertise when researching new databases and appreciate all she brings to our library and system.
15. **Laura Loggins** has been with RCLS since September 2010. She received her 10-year pin. Laura serves as our Youth Services Coordinator. After working many years in wonderful harmony with our previous Coordinator, Mindy Barrett, Laura's move into this position, over a year ago, was seamless, due to her familiarity with the work. Laura has done an excellent job maintaining our collection of Juvenile and Young Adult materials, overseeing a reorganization of the area, which has greatly enhanced accessibility and circulation. She is proving to be an excellent supervisor, working closely with her staff to coordinate children and teen programming, maintain social media promotions and meet patron needs. Laura has a good relationship with our city and county school system librarians and teachers, as well as with local preschool administrators. Linebaugh plays an active part, through Laura's efforts, in collaborating with our schools and students. During our recent pandemic, Laura was able to overhaul the Summer Reading Program to a virtual platform with curbside giveaways in a short two weeks! It was an amazing feat! I look forward to seeing what lies ahead with Laura at the helm in Youth Services.
16. **William (Pete) Wood** has been with RCLS since January 2003. He received his 15-year service pin. Pete is the Technology Support Specialist supporting Linebaugh Library but like the rest of IT, offers technical support systemwide. When Kevin Robertson, IT Manager, first arrived at RCLS in November of 2011, IT was a two-person department. Two people servicing the IT needs of 4 branches and the Bookmobile; today IT is a six-person team with 5 branches, a bookmobile and a vast array of online services that amount to what could be

called a virtual branch. With all of that growth, Pete has adapted and persevered with ease. He is Kevin's right-hand man in the department, and serves as the point man for Sirsi issues, the main contact for the Linebaugh Public Library branch, and liaison for several of our third-party vendors and partners. This is the kind of diligence and resolve that is the result, in part, of his many years of service in the US Air Force and we are proud to have this vet on our team! His commitment to organization and attention to detail are vital to the department. His dedication to efficiency has led to some of our most recent project successes including our transition to a more modern RFID system, better online payment processing, and our upcoming transition to a cloud-based ILS. Pete is an indispensable member of RCLS-IT Department team and we are blessed to have him.

17. **Jonathan Headrick** has been with RCLS since June 2012. He received his 5-year service pin. Jonathan's time in circulation, coupled with his degree, prepared him well for the challenges he faces working on the second floor. The department's routines were only mildly affected by the departure of a longtime reference associate due in part to the cooperative relationship between Jonathan and Andrea and his ability to pick up new practices quickly. This year, he has gone above and beyond during the pandemic, volunteering to assist with curbside pickups during the library's closure. He has become a highly valued member of this department.
18. **Timmy Gibson** has been with RCLS since December 2012. He received his 5-year service pin. Timmy has been a valued part of the library staff for more than five years; he has always been a calming influence in an area that can occasionally become chaotic. His loyalty and dependability are practically unparalleled. He has taken on every task given to him with enthusiasm and thoroughness. He recently completed an inventory of the HR room almost single handedly, taking the time to note each item that requires repair. We feel incredibly fortunate to have him here.
19. **Mike Bartleson** has been with RCLS since April 2005. He received his 15-year service pin. Mike is a champion of shelving work at Linebaugh. He is our last remaining shelving-only position, and his reliability as a part-time employee of our system is why. Every Monday and Friday, Mike is early for his shift, and will dependably put away four or more carts of books with "every book present and in its place on the shelf." Mike also takes opportunities to help patrons when he can, and always makes himself available for meetings and Staff Development Day, as he likes to know what is going on. His interest and attention are his strongest qualities, and his 15 years and more of work is greatly appreciated.
20. **Pam Hoover** has been a Library Assistant with RCLS since July 1989, well before the position was even called that! She received her 30-year service pin. Pam has been with our system long enough to see many things come and go, and as such, she is often a wealth of information. Her reliability is without question, and patrons and staff would miss her contributions to library life and activities. Pam has demonstrated creativity in writing occasionally for the LINK and doing internal displays and showing flexibility when she has worked other branches in crunch time. We are lucky to have Pam as a part of the fabric of RCLS, and it is hard to envision what things would be like without her.

21. **Lisa Robert** has been with RCLS as a Library Assistant since May 1998. She received her 20-year service pin. Lisa is called “the Oracle” in circulation, because she is where you go when you need good answers. Having risen through the ranks from page, Lisa is proud of her depth and breadth of knowledge and uses her acquired wisdom to aid patrons at the desk and on the Bookmobile, where she has become a kind of default “face of the Bookmobile.” Her willingness to take on any task, efficient work style and easy way with patrons makes her a valuable asset to the system and her supervisors. Lisa demonstrates repeatedly that excellence at a job must be coupled with a positive attitude if you expect to render quality services, and she leads others to that by example every shift. Any new hire would do well to shadow Lisa Robert.

22. **Shasta Howe** has been with RCLS since May 2015. She received her 5-year service pin. In those five years, it would be easy to believe that Shasta has never stopped moving. In addition to her regular duties as a Library Assistant, Shasta also selects books for the stacks, has helped to plan and run comic book events, has helped in the reevaluation and re-writing of procedure and training materials, is in a constant state of policing and monitoring the shelves and desks for problems, and is an avid researcher and problem-solver. If there is not an obvious something that needs doing, Shasta will seek out something else. She is seemingly tireless, passionate, smart and effective – her nickname at circulation is “the Raptor,” because she is always moving and checking and learning. Shasta is the sort of worker you wish you could clone, but since you cannot, you get her to train the new people.

23. **Preston Clarence “Rick” Rishaw** has been with RCLS since August 1998. He received his 20-year service pin. As the night shift Library Circulation Supervisor at Linebaugh, Rick has all of the duties of conventional operation of the circulation desk and library book drops and security of the building, along with some of the more unconventional happenings and patrons that seem only to come in for the night shift. Over the years, Rick has been a steady and adaptive hand on the tiller for the ever-morphing night shift crew and has dealt with eventualities some of the rest of our associates can only imagine. He is always quick with a kind word and a joke, and his daily briefings as he catches up with Garrett or Dave are a bright spot and invaluable to continuity of service and leadership. As a part-time supervisor, it would be easy to take half-measures or give in to the tension inherent in that arrangement, but Rick does not do that, instead giving his all to be what our library needs in the closing shift four days a week.

The meeting adjourned at 6:15 p.m.