

NORFOLK PUBLIC LIBRARY

BOARD OF TRUSTEES

TUESDAY, JULY 16, 2019



CHRYSLER MUSEUM OF ART

ONE MEMORIAL PLACE
NORFOLK, VA 23510

MINUTES

BOARD MEMBERS: Ed Lazon, Roy Martin, Bert Schmidt, Charles Johnson,
Amanda Lloyd, Jane Goldman

FRIENDS OF NORFOLK PUBLIC LIBRARY: Jean Swartz

**SLOVER LIBRARY FOUNDATION AND
NORFOLK PUBLIC SCHOOL BOARD:** Adale Martin

LIBRARY STAFF: Sonal Rastogi, Terri Raymond, Elizabeth Woodard, Paris
Colburn

SLOVER STAFF: Lynn Clements, Executive Director

GUESTS: Michael Berlucchi, Community Engagement Manger
Erik H. Neil, Director and CEO of the Chrysler Museum of
Art

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- ◆ **Board Chair Roy Martin IV began the meeting at 1:03 PM**
 - ◆ *Roy thanked Michael Berlucchi for the partnerships, the collaboration on the Eric Carle exhibit and tour this afternoon, all are welcome to join in the tour.*
 - ◆ *Roy announced that Sonal Rastogi, Director of Libraries will be submitting an executive summary for the Board and referenced the Director's Report in the Board packet.*

Discussion on the branding perspective of the NPL and Slover split. Consideration to review at the retreat meeting in September. Would like all the stake holders, Friends and Foundations to participate. Review changes in the past five years. Friends concerns that sponsors are hearing regarding the Slover (no longer part of the Norfolk Public Library).
 - ◆ **Roy Martin IV requested for a motion to approve the minutes as submitted for the June 18, 2019 meeting. Bert Schmidt approved the minutes, seconded by Ed Lazon, none opposed.**
 - ◆ **Roy Martin IV announced the new position for Julia Rodriguez and read a short bio as the new Management Analyst II at Norfolk Public Library**
 - ◆ **NEW BUSINESS:**

Erick H. Neil – director of the Chrysler Museum of Art

- Welcomed all and is pleased to collaborate with the library department
- Looking forward to future exhibitions
- Announced there will be a Thomas Jefferson show and exhibition at the museum.
- Pleased to have the Board meeting at the museum

SMC Update:

- We are working on bringing in a Head Archivist for the SMC department. Mr. Johnson was part of the search committee. We were not satisfied with the last group, so we are continuing our search for the right candidate. We are also working with the Norfolk Public Library Foundation
- I have designated Sean Bilby to manage the department in the interim. We are working toward having an assessment on the needs of the department for approximately 60-90 days
- Concern on the MLS requirement for this position, eliminates many qualified candidates. Working with the HR Department to resolve the concern. Most qualified archivists have an Archives Science degree, not necessarily an MLS, which is a prerequisite for HR.

Security Guard:

- An article written by Kelly Clark. He and his wife are librarians, and his wife was killed after leaving the library. Will bring the article at the next board meeting. Roy Martin asked if the article can be sent electronically to the board.
- We are always in the process and working with Department of General Services to have guard service at all branches. Currently, we have random hours at the branches
- We've been faced with a heightened level of serious incidents at the branches
 - Teenagers assaulting other kids
 - Mary D. Pretlow (incident referenced in the article), threat by patron to return and kill everybody
 - 1983 Gloria Lance was stabbed by a patron after she left the building
- The cost would be approximately \$300,000.
- Will be making a presentation to the Deputy City Manager and the Budget office requesting for the additional funding
- Libraries are a public facility, a destination, and where many patrons find refuge from outside concerns.
- It's been established that guard presence deters incidents
- Branches have been reviewing the Emergency Action Plan and have developed a trigger word to assist staff during possible problem
- The Rec Centers have membership requirements
- Guns are allowed in the library, concealed (with permit) or open carry

◆ **OLD BUSINESS:**

Richard A. Tucker Memorial Library

- With the increase in the building (8 million) HUD funding was required. City Manager has drafted a letter to city council stating reasons why the HUD money was needed. HUD has environmental requirements (test results) that are required prior to releasing any funding. Will require any additional 30 days to have the fund available
- 9-10-Month substantial completion (behind 6-7 months)
- Working on the Open Day Collection and staffing
- Finalized the art for the library

Discussion with the Board on having a vacant storefront available for the community to be informed on the progress of the library. It will be very helpful to the community. The lobby at the rec center may be a good location for this purpose and have a volunteer man it

City IT Staff:

- A City mandate, City IT has merged our IT staff with theirs. The Training Techs will remain with the library
- Cathy Thomann will be the liaison for the library and will reside with the library

Facilities:

- Barron F. Black Parking will finally be repaired (after 5 years)
- Focus this this coming year will be on our facilities, replacing the carpet, furniture or any needed replacements. Providing a new look for our neighborhood branches.

◆ **STAFF UPDATES:**

Programming:

- Stats:
 - Summer Food Program – served 1,400 meals. First week we served 774 meals (double from the prior year)
 - Summer Reading Program – 24,000 minutes read
- Norfolk Emerging Leader (NEL) Program
 - Team interactive activities went smoothly (training)
 - All have been entered into the system
- Eric Carle Partnership with the Chrysler Museum of Art
 - Bibliography on Eric Carle (on display)
 - Tickle my Ear program
 - Pajama Party 697 attended
- Mini-Kinder-Stem Program for Pre-k
 - Since May we visited 30 pre-k classes. Reached 515 students and 60 teachers. Teachers are very appreciative we are including the pre-k class. Will be meeting with coordinators
- Stem Academy
 - Will do heavy promotion to the kids on the Tucker library.
 - Spent \$300 edible printer – creating little images that can go on cupcakes
- Thomas Jefferson Bibliography has been done

School Board Member, Adale Martin requested information on the progress made on visiting the Pre-k and Stem Academy be emailed to her.

Discussion on having another joint-meeting with the School Board, last meeting was held on February 2019.

Neighborhood Services and User Experience:

- Since Sean has been tasked with managing the SMC, Branches will now be report to Sonal
- Will be working with Julia on ePerformance and Employee relations
- Will focus on the facility improvements that are needed at our branches.

Training and Technology Update:

- Employment for the cataloger (Tech Services), specific classification as well is difficult to find candidate. Working with HR in revising the classification
- Hiring library aides and floaters
- Completed mandatory customer service training for staff

- We are pulling from the Civility into cultural intelligence about understanding all diversities
- Conscious conversation understands what direction we are taking for our civility, at end of august
- Code of conduct – we do talk about homelessness, understanding the customer, how to deal with the concerns, provide an “elevator speech” as to not talk to the patron out of emotion or frustration
- Niche (online training) is going well and we are also keeping face to face (blended procedure)

Business and Fiscal Services:

- Working on developing the Cash Management system POS. We are waiting on Finance
- Will have a beta system going at the Jordan-Newby Branch since they have the equipment
- Will be hiring an Accountant II for the Business Office
- Purchase department has revised some of their policies, will be tougher to make purchases including books. They will require contracts

Sonal gave kudos to her Team for doing a great job at NPL

Slover Library:

- 12 NEL young people at Slover
- NASA August 9, 200 students in Room 650
- Hiring new IT staff, Library Associate II and Teen Associate
- Hiring circulation staff and a multimedia specialist
- Will be participating in the Mermaid parade 09/14.
- Get your Geek On
- Author Talk - Charles Joyner of Portsmouth, July 27th
- Opening 3rd Sound Studio, paid for by the Slover Foundation
- Taste bought Cuisine & Co., Health Department inspected the kitchen
- City will be processing an RFP for caterer to run the café (could be separate)

Discussion on the café and caterer under the same contract. Cuisine & Co was very expensive. Would prefer a “less expensive” for the library.

Discussion on the perception at the Slover. Not a lot of traffic, the facility is being underutilized, as a library is less than ideal. They Slover has 800 programs in quarter and there is the parking concern.

◆ FRIENDS UPDATE AND ADVOCACY

- NPL Friends is transitioning new leadership, new vice-president, new chair, new treasurer.
- Moving to google drive (no longer on a member’s computer)
- Seeking sponsorships to reach our goal. We made \$19,000 in 2018 for the Summer Reading Program. Would like to raise it to \$25,000. Books and Brew will be held on November 8-10.
- SMC will be donating some of their collection

◆ SLOVER FOUNDATION UPDATE:

- Fiscal year wonderful annual meeting of the Board of Directors. All is going well financially and organizationally
- Correspondence to the junior guild members annual gift of \$250 (attract 25-40 age), kick of event this fall.
- Guild member \$1,000 family per year

- Kick of Event – Guild Membership for sustainable programming
- 5th Anniversary of the Slover Foundation, invitation only event and invite a prominent speaker next week invitation only event January 9, 2019

♦ **NORFOLK PUBLIC SCHOOL BOARD:**

- Leadership transition - Dr. Sharon I. Byrdsong, Interim Superintended, new interim clerk Karen Tanner, Noelle will continue as the chair and Adale will continue as Library Liaison

The meeting adjourned 2:10 PM

*Respectfully submitted,
Tatiana D. Laird,
Executive Assistant
Tuesday, July 16, 2019*