



Charleston County Public Library Board of Trustees Agenda

5:15 p.m., August 22, 2017 | Auditorium, Otranto Road Regional Library, North Charleston

	<u>Informational</u>	<u>Action</u>
1. Welcome and Freedom of Information, 2 minutes		x
2. Public Comment, 5 minutes		x
3. Board Comment, 5 minutes		
a. Investiture of New Trustee		x
4. Additions or Corrections to the Agenda, 2 minutes	x	
5. Approval of Minutes (6/27/17), 2 minutes		x
6. Friends of the Library Update: Brittany Mathis, 3 minutes	x	
7. Capital Plan Update, Toni Pattison and Janette Alexander, 20 minutes	x	
8. Unattended Children Policy – 2nd Reading, 5 minutes		x
9. Board Bylaws - 1st Reading, 5 minutes	x	
10. Strategic Vision – 1st Reading, 10 minutes	x	
11. Library Reports, 5 minutes	x	
a. Executive Director Report: <i>Nicolle Davies</i>		
12. Committee Reports, 5 minutes	x	
a. Finance: <i>Susan Strunk</i>		
b. Nominations: <i>Peggy Reider</i>		
c. Building Projects: <i>Ed Fava</i>		
d. Director Review: <i>Andy Brack</i>		
13. Adjournment		x

Board service

Term ends Dec. 2017: Hollinshead, Norris, Reider, Strunk

Term ends Dec. 2018: Clem, Fava

Term ends Dec. 2020: Brack, Strother, Crosby, Nesbitt



Board of Trustees Meeting Minutes
June 27, 2017

The Charleston County Library Board of Trustees met for a regular meeting on Tuesday, June 27, 2017 at 5:15pm in the auditorium of the main library, 68 Calhoun St., Charleston, SC.

Board members present were Mr. Brack, Ms. Crosby, Mr. Strother, Ms. Hollinshead, Ms. Strunk, Mr. Norris and Ms. Reider. Mr. Clem, Ms. Nesbitt and Mr. Fava were absent. Staff members present were Toni Pattison, Perry Litchfield, Jim McQueen and Heather Kiessling. Also present were Brittany Mathis representing the Friends of the Library, Herb Sass of Charleston County Council and Janette Alexander of Charleston County.

Mr. Brack called the meeting to order and confirmed that there was a quorum present and that the media had been informed of the meeting and its agenda according to the Freedom of Information Act.

Public Comment

There was no comment.

Board Comment

Ms. Reider said that she liked the article in the Post and Courier about the reusable bags.

Additions or Corrections to the Agenda

There were none.

Review of Minutes

The minutes were approved as written.

Friends of the Library Update

Ms. Mathis said that they have a new website. She also mentioned the Black Ink festival, which featured more than 40 black authors last year. Black Ink will return on Sept. 23, 2017, featuring 50-60 local black authors. Ms. Mathis said that they have received two grants for the festival.

Ms. Mathis explained that the Friends received about \$10,000 in donations in honor of Cynthia Graham Hurd. The Friends decided to write a \$10,000 check to the Cynthia Graham Hurd Memorial Fund.

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Ms. Mathis spoke about the book sale that just wrapped up; it brought in over 1,100 people and generated about \$18,000 in revenue. The Johns Island book sale will be held on July 28-29.

Mr. Brack said that last year's Black Ink festival was very well done. He also mentioned that USC School of Library and Information Sciences Dean David Lanke generously donated copies of his book for all the board members.

Capital Plan Update

Ms. Pattison provided a capital plan update. The opening day collection development is ongoing with monthly coordination calls between Baker and Taylor and CCPL's LCATS department. The AMH RFP is being finalized by the County, with release anticipated soon. The RFID RFP preparation has begun and the first draft is currently under review. The furniture design team has begun looking at specific products, such as chairs, and will begin discussing unique pieces for each branch in July.

The Cooper River site master planning is still being worked on by the County. The St. Paul's community meeting was held on June 12, which included about 15 community members. The overall reception was positive. The St. Paul's site is working through design development.

West Ashley is wrapping up schematic design. James Island's design development package has been submitted for review and MB Kahn will begin working on the GMP estimation. Groundbreaking is anticipated for early fall.

Mt. Pleasant's GMP has been submitted to the County and the construction document kick-off meeting is scheduled for June 30. Groundbreaking is being scheduled for the end of July.

The support services building's RFQ review process is complete and a notice of award will be sent out this week. CCPL has completed an extensive program preparation to expedite the design process.

Ms. Alexander explained the specifics of the budget spreadsheet provided. She explained that the Mt. Pleasant GMP is under budget and that the West Ashley branch's budget number will probably come down through negotiation and more specific numbers.

Mr. Brack said that he is still concerned about Cooper River. Mr. Walt Smalls of Charleston County said that there is work going on in the background at the County.

Mr. Alexander introduced David Moore and Shelly-Anne Tulia Scott of MPS. Mr. Moore displayed an image of the West Ashley site and described the various features of the site. He mentioned that there is a specimen oak tree on the site that must be kept. Mr. Moore said that the building takes advantage of the northern light. The building features a large glass wall facing the north that will allow natural light in. The building is 20,000 square feet and Mr. Moore explained the orientation of the library in reference to the main roads surrounding the site.

Ms. Scott explained the features of the floor plan. The side of the building facing that glass wall is the main public space, while the other side features staff space, meeting rooms, etc. She explained the various areas, such as lounge space, stacks, laptop bar, etc. The plan includes

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outdoor space that both children and adults can use.

Mr. Moore explained how the building could be expanded in the future if needed. He also mentioned that the meeting room will have the ability to be accessed after-hours. Ms. Crosby asked about a visual buffer to block the view of the apartment complex nearby. Mr. Brack asked about the sizes of the meeting rooms. Mr. Moore said that the auditorium without the barrier can fit 100 people. Mr. Brack asked about the specifics of the glass wall. Mr. Moore said that it will be about 1 ½ stories tall and made of double paned glass.

Adoption of FY18 CCPL Budget

Ms. Strunk said that all trustees have been given the chance to review the budget and the finance committee moved to adopt the budget. The motion passed unanimously.

Election of Officers

Ms. Reider gave a nominating committee report. Mr. Brack was nominated as Chair, Mr. Clem as Vice Chair, Ms. Strunk as Treasurer, and Mr. Strother as Secretary. Mr. Fava and Mr. Clem phoned in to vote on the election of officers. The nominating committee made a motion to approve the officers. The motion passed unanimously.

Mr. Brack said that the library foundation has been working to raise money for the library. He said that the board committees have been doing well and said he appreciates everyone's help.

Public Comment Policy – 2nd Reading

Mr. Brack explained that Ms. Davies recommended a public comment policy and explained the parameters of the policy. Mr. Strother motioned to approve the policy. Ms. Reider seconded. Ms. Strunk said that it will serve the board well. The motion passed unanimously.

Fines and Policies – 2nd Reading

Mr. Strother motioned to approve the fines and policies. Ms. Hollinshead seconded. The motion passed unanimously.

Unattended Children Policy – 1st Reading

Mr. Brack read the proposed unattended children policy. Mr. McQueen explained that most of the changes are grammatical or rewording. The specifics of the policy remains the same. Ms. Reider asked how often library staff must call the police. Mr. McQueen said that it varies by location and depends on the situation. Mr. McQueen said that the police are called as a last resort. Ms. Reider asked that information about how often the police must be called for unattended children be given at the next board meeting.

The board discussed the age listed as a caregiver, currently listed at 16 years old. Mr. Brack asked CCPL staff to discuss the age and decide whether it needs to be changed.

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Library Reports

Mr. McQueen gave the library report in lieu of Ms. Davies. CCPL is offering a giveaway of SC Aquarium tickets; the giveaway is open to anyone that brings in a reusable bag in the month of July. A book drive is being held in the month of July for new or gently used children's books, in conjunction with Reading Partners and the Cynthia Graham Hurd Foundation.

Mr. Brack said that the PR department is ramping up use of Owlbert, CCPL's mascot, throughout the community. The new website is also being developed and is expected in October.

Mr. McQueen spoke a little on the leadership training that twenty CCPL staff members attended. The goal is to help prepare leaders in the organization in light of the upcoming changes within the library.

Committee Reports

Mr. Brack said that he is appointing a by-law committee, chaired by himself, and invited any board members that would like to join to let him know.

- a. Future and Strategic Planning
Ms. Hollinshead said that it is almost time for a new strategic plan. After discussion, Ms. Davies will write out strategic ideals for the next couple of years until potential funds can be found to hire a consultant to create a new strategic plan.
- b. Building
There was no report.

Adjournment

Mr. Sass asked about the scheduled time for the public comments. Mr. Brack said that the comment period is at the beginning of the meeting. Mr. Sass mentioned that board members are advised not to respond, but to take comments into consideration.

Mr. Smalls asked for clarification on the name of the Cooper River library. Ms. Nancy Sullivan explained that the word "Memorial" does not need to necessarily remain, but she said that the library can look into the history to double check. The recommendation of the name "Cooper River Library" remains the same unless research shows that the word "Memorial" needs to be included.

Ms. Crosby asked that the formal, voted upon names be used on all documents after Council approves it.

The meeting was adjourned at 6:24pm.

Respectfully submitted,

Maya Hollinshead, Secretary

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Brittany Mathis will provide a Friends of the Library Update.

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Toni Pattison and Janette Alexander will provide a capital plan update.



From Nicolle Davies:

As a follow-up for the discussion around ages in the Unattended Children's policy, The SC General Assembly has a bill (Article 31, Chapter 5, Title 56 of the 1976 Code, Section 56-5-3910) stating that a child is a person under the age of nine. In addition, I spoke with several other library systems in the state and our practices are similar, including significance around the ages of nine and sixteen.

In addition, during the month of July, three of our branches had unattended children at closing time. One incident required contacting the police. The other two incidents, the children's parents came within minutes of the closure and the police were not contacted.



Unattended Children

The safety and well-being of children left unattended in a public building is of serious concern. Children left alone may become frightened, anxious, or bored. Older children cannot be expected to care for a younger child who is frightened, tired or ill. Library staff have many public duties and cannot serve as caregivers.

We ask your cooperation in the following areas as we strive to make the library a welcoming and accessible place for your child.

1. Children **five years old and younger** must always be accompanied by a parent or responsible caregiver 16 years old or older.
2. Children **six to eight years old** must have a parent or responsible caregiver 16 years old or older in the library building at all times.
3. Children **nine years old and older** are responsible for their own behavior in the library and must follow library rules and regulations. Any child nine or older who is left unattended must have a means of contacting his/her parent or guardian.
4. The library staff will attempt to contact parents of children whose safety is in doubt. If parents are unavailable, the library staff and/or the security guard will contact the police department to provide custody.
5. If any child under 18 has not been picked up at closing, the Library will contact the police to provide custody.

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Bylaws of the Charleston County Public Library Board of Trustees

Revised/Approved 11/22/11

Draft as of 8/17/17

[Changes outlined in the document below are suggestions for discussion]

Online at: <http://www.pressomatic.com/ccpl/upload/By%20Laws%20FINAL%202011.pdf>

PREAMBLE AND MISSION STATEMENT

The [Charleston County Public](#) Library Board of Trustees was created by law to act as the citizen control or governing body of the library [system in Charleston County, S.C.](#) Legal responsibility is vested in the Library Board, which is the policy-making body of the organization.

The board's responsibilities include hiring, supervising and evaluating a director; cooperating with the director in formulating all library policies and regulations; promoting library interests; procuring funds adequate for an excellent library program consistent with accepted public library standards and reflecting the needs of the citizens of Charleston County; controlling library funds and property; cooperating with other public agencies; and, in general, managing and controlling the library as a whole.

ARTICLE I: AUTHORITY

The Board of Trustees of the Charleston County Public Library was created by Ordinance #304 passed by the Charleston County Council on May 15, 1979, pursuant to Act 564, S.C. Code of Laws, 1978. The Board of Trustees derives its authority from that ordinance and is vested with the powers enumerated therein.

ARTICLE II: APPOINTMENT, ATTENDANCE AND RESIGNATION

a. Terms of office. The Charleston County Public Library system shall be controlled and managed by a Board of Trustees consisting of eleven members appointed by the Charleston County Council for staggered terms of four years, beginning January 1 and ending December 31 and until successors are appointed and qualify.

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b. Vacancies. Vacancies shall be filled in the manner of the original appointment for the unexpired term. To the extent feasible, members shall be appointed from all geographical areas of the county, reflect the demographics of the County of Charleston, and the specific talents and skills needed on the board.

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c. Friends of the Library liaison. One member of the [Charleston](#) Friends of the Library shall be designated as [b](#)Board Liaison, to attend regularly scheduled [b](#)Board meetings and provide monthly updates, but shall not possess voting privileges.

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d. Attendance. A record of bBoard attendance shall be reflected in the minutes of each meeting.

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1. Resignation based on attendance. A bBoard member who fails to attend three consecutive-scheduled meetings in a calendar year is deemed to have resigned.

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2. Excused absence. A member may have one excused absence per year if approved in advance of a meeting by the board chair. The chair will report excused absences to the secretary.

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3. Reinstatement. The bBoard may reinstate a bBoard member who has resigned in this manner upon her or his written request, but only once during a term. Absent such request, cCounty cCouncil shall be notified of the vacancy.

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4. Leaves of absence. A bBoard member, anticipating an extended period of absence, may receive a lLeave of aAbsence upon her or his written request, but only once during a term.

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5. Resignation. Any bBoard member may resign by written notice to the sSecretary.

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e. Term limit. A bBoard member shall not serve more than two consecutive terms, but shall be eligible for reappointment after a period of two years of absence from the bBoard.

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ARTICLE III: OFFICERS

Officers of the Board of Trustees shall consist of a cChairman, a vVice c-Chairman, a sSecretary and a tTreasurer, to be elected at the June meeting and will take office July 1. ~~take office at the August meeting of the Board of Trustees. If an election is delayed beyond July 1, officers will continue until the election is held, after which new officers will take office immediately.~~

Commented [a1]: this is a change from "August meeting of the Board of trustees"

a. a. Chair. The cChairman shall preside at all meetings, appoint committees, ~~and~~ serve as ex-officio member of the same, and perform other duties as the Board of Trustees may direct. ~~The~~ cChairman shall execute instructions of the Board of Trustees.

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b. Vice chair. The vice chair ~~Vice-Chairman~~ shall perform the duties of the cChairman in the latter's absence and perform other duties as the Board of Trustees may direct.

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c. Secretary. The sSecretary shall ~~attend all meetings, and shall~~ be responsible, with assistance of library staff, for recording of all proceedings of the bBoard; shall review and read the minutes of each meeting; ~~;~~ transact correspondence; ~~;~~ and perform other duties as

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required by the Board of Trustees. The Secretary shall, with the Chairman, execute any legal documents by order of the Board of Trustees.

1. The Secretary shall keep an account of the attendance of all Board membertrustees. The Secretary shall notify any Board member after three (3) consecutiveunexcused absences during any fiscal yearcalendar year, January 1 to December 31, July 1 to June 30, of the provisions of Article II, Section 2-d of these bylaws and the Chairman shall be informed of this action.

d. Treasurer. The Treasurer shall supervise the receipt and disbursement of all monies under the instructions of the trustees. Payments shall be made by check signed by the Treasurer or other officer designated by the trustees and all checks shall be co-signed by the Chairman, or in the absence of the Chairman, the Vice-Chairmanvice chair.

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ARTICLE IV: COMMITTEES

The officers listed in Article III shall constitute the Executive Committee, which shall, subject to authority granted in the ordinance, adopt and promulgate rules for the control and management of the Charleston County Public Library system. Standing Committees shall include the following:

Commented [a2]: Leah suggests that "promulgate" gives more authority to the committee than it needs. Andy wants to leave it as it is.

a. Finance Committee, which shall be comprised of three board members appointed by the Chairman. The Finance Committee shall plan, execute and evaluate the acquisition of supplemental funds in addition to those provided by the county and the state in order to operate the county library system.

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b. Nominating Committee, which shall be comprised of three board members who are not officers, appointed by the Chairman. The Nominating Committee shall present a slate of officers at the June meeting for the Board's approval. If vacancies occur during the year, the Nominating Committee will meet and present a slate at the next board meeting.

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~~Advocacy Committee, which shall be comprised of at least three board members appointed by the Chairman, shall plan, execute and evaluate the board's advocacy. Other committees shall be appointed by the Chairman as necessary.~~

ARTICLE V: MEETINGS AND THE ORDER OF BUSINESS

Regular meetings of the Board of Trustees shall take place monthly, except July and December. The time and day of meetings will be decided each year by December for the following year. Special meetings may be called by the Chairman when necessary and/or at the written request of three trustees.

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a. Notice. Notice shall be given to each bBoard member and to members of the media and public that is consistent with the S.C. Freedom of Information Act.

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b. Quorum. Six trustees shall constitute a quorum for the transaction of business.

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The Order of Business at regular meetings shall include, but not be limited to:

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1. Freedom of Information Announcement and Report
2. Public comment
3. Reading of all minutes of the last meeting and action thereon
4. Financial Report
5. Report of Standing Committees and/or special committees
6. Report of the Director
7. Report from the Friends of the Library
8. Unfinished business
9. New business
10. Adjournment

c. Agenda. An agenda for bBoard meetings shall be prepared by the Directordirector in cooperation with the cChairman of the Board and shall be provided to the members of the bBoard in advance of the meeting.

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d. Order of business. The order of business for board meetings will be determined by the chair. Required agenda items include a Freedom of Information announcement and report; a Public Comment period; and consideration and action on minutes of the previous meeting and action taken.

e. Parliamentary procedure. Robert's Rules of Order shall govern parliamentary procedure at bBoard meetings.

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f. Open meetings. All meetings of the Board of Trustees, except those in eExecutive sSession, are open to anyone who may wish to observe the proceedings.

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g. Public comment. Non-bBoard members who wish to address the Board will be given the opportunity in a pPublic cComment period, for which time will always be designated on the agenda.

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ARTICLE VI: LIBRARY DIRECTOR AND STAFF

The Board of Trustees shall appoint as library director someone whose qualifications and credentials meet the certification requirements of the State South Carolina State Library Library Board.

Commented [a3]: State Library Board is an antiquated term and needs to be updated: INFO: In 1969, as the result of action by the General Assembly, the State Library Board was redesignated as the South Carolina State Library and assumed responsibility for public library development, library service for state institutions, service for the blind and physically handicapped, and library service to state government agencies.

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- a. Duties. The library director shall carry out policies adopted by the Board of Trustees and the County administration, and shall be responsible for the employment and direction of staff, for maintenance and security of library buildings and equipment, for the efficient offering of library services to the public, and for the operation of the library according to financial conditions set forth in the annual budget.
- b. Regular reports. The library director shall make regular reports on library operations and activities to the executive committee, and to the Board of Trustees.
- c. Authority. All employees of the library shall be subject to the provisions of the S.C. Code of Laws, 1976, Section 4-9- 30(7).
- d. Annual evaluation. The Board of Trustees will annually evaluate the performance and effectiveness of the director based on the job description, work plan, and a contract, if there is one, with the director.

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Commented [a4]: is this correct? should it be in here; or should it be county council

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ARTICLE VII: FINANCIAL MATTERS

The fiscal year of the Charleston County Public Library shall end on June 30th of each year.

- a. Financial limitations. No committee, board member, or employee of the library shall have any authority to make a contract or incur any indebtedness or liability in the name of, or on behalf of, the Board of Trustees without the board's authority and approval.
- b. No compensation. No members of the board will receive compensation for the performance of their duties.
- c. Annual budget. An operating budget prepared by the library director shall be approved by the Board of Trustees prior to its submission to County Council.
- d. Annual audit. A professional external audit of all financial transactions shall be made at the end of each fiscal year, and the report submitted to the board, to the county, to the S.C. State Library, and, if needed, to the appropriate federal agency.

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ARTICLE VIII: GIFTS

All monetary gifts to the library shall be deposited in financial institutions as designated by the Board of Trustees, and shall be subject to checks signed by the board treasurer. All gifts of property, money, or securities shall be held or disposed of as may be directed by the board. Such direction shall be upon decisions made by a majority of the board members, which in their judgment will be most beneficial to the Charleston County Public Library system.

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ARTICLE IX: STRATEGIC PLANNING

The bBoard shall engage in a strategic planning cycle every five years as deemed necessary. Each year, the board during that cycle the Board shall prepare its goals and objectives for the year. The bBoard shall review and evaluate the plans as carried out at the September its September board meeting. At the end of the any strategic planning cycle the completed plan shall be reviewed and evaluated.

ARTICLE X: AMENDMENTS

Amendments may be made by a majority of members (six or more) at any regular meeting of the Board of Trustees, provided one month's written notice has been given to the tTrustees regarding the proposed amendment and the language thereof.

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From Andy Brack:

Sections of the proposed by-laws of particular interest include:

1. We made the attendance policy stronger and clearer. Three calendar year unexcused absences merit resignation. In the past it was three consecutive absences, but was confused by another section.
2. Order of meetings is removed and replaced with more flexible schedule.
3. In general, sections are illustrated by a. b. c., etc to make it easier to discuss.



Strategic Vision 2017-2020

Fulfill our commitment to the voters (Build)

- Complete the building of five new library branches by 2019.
- Update and renovate (as budget allows) 13 existing branch libraries by 2021.
- Move administrative functions to a separate location create more patron space in the Main library by 2019.

Enhance the patron experience with improved customer service and removing barriers (Customer Service)

- Launch CCPL's new brand by 2017.
 - Which will include a new website, updated collateral materials, and an improved social media presence.
- Establish a new Customer Service model by 2019
 - Focus on removing barriers to service for patrons, meet patrons at their point of need as opposed to patrons seeking out staff, and focus on providing patrons with a positive and memorable experience.
- Enhance Readers Advisory by 2020
 - Increase our focus on providing patrons with excellent recommendations on books, music, media, apps and technology and provide tools for staff in order to accomplish this goal.
- Eliminate patron fines by 2019
 - Eliminate fines for all items.
- Automated self-serve kiosk in the community by 2020
 - Have three additional service points in the community where there is currently no library presence by providing patrons with a library vending option.

Increase CCPL's focus on safety and security in library branches (SAFETY)

- Establish a system wide approach to security issues by 2018
- Develop a plan for staff to practice drills and scenarios by 2018

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- Develop and implement plan to install security cameras and other tools to compliment the current security presence by 2020

Progress with technology to ensure technological literacy in our communities (TECHNOLOGY)

- Train all staff on technology competencies.
 - By 2019, all staff will be able to meet basic technology proficiencies.
 - By 2020, become known by a broader segment of the population for helping patrons with their technology needs.

Increase the reach into vulnerable populations (REACH)

- Create an outreach department by 2019.
 - Replace the existing bookmobile with a modern, technology-adapted library on wheels by 2018.
 - Explore partnerships with additional agencies to take the library outside of brick and mortar facilities to reach more patrons by 2019.
 - Partner to offer English as a Second Language (ESL) classes by 2018.
 - Partner to offer adult literacy education by 2019.
 - Partner to offer collections and resources for new Americans and Refugees by 2018.
 - Establish an outreach-mobile van to offer library materials (print/media) and technology (I-pads, tables, Wi-Fi connection) to system-wide group engagements in remote areas to include children/adult daycares, senior centers, and community centers, homeless shelters, juvenile detention centers, etc. by 2019.

Expand programming opportunities to provide more high quality programs across CCPL's service area (PROGRAMMING)

Ensure there is a strategy for system-wide programming by 2019

- Establish a programming department by 2018.
 - Hire a manager to direct system-wide programming of the adult services coordinator, the young adult services coordinator and the children services coordinator by 2018.
 - Develop a system-wide programming guide that reflects our organization's missions and values for staff to follow in the development of the programs in their respective branches/departments by 2019.

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- o Develop tools to determine appropriate library focused programs for communities surrounding our library branches and tools to evaluate program effectiveness by 2019.

DRAFT



Library Report

August 22, 2017

Nicolle Davies, Executive Director:

I am feeling particularly flattered and thankful this month. I received my Master degree in Library and Information Science from the University of Wisconsin Milwaukee. I received a call in July informing me that I was selected as one of UWM's GOLD (Graduate of the Last Decade) award winners. This is a great honor and encompasses all of the various disciplines in the University. The School of Information Studies (SOIS) was thrilled to have a winner. There is a special awards dinner in October for the award recipients, but I have to miss it as it the same day as our all staff meeting.

As if this was not enough, I then received a call informing me that I was selected as one of the 50 Distinguished Alumni Award winners from the School of Information studies (SOIS). The SOIS program celebrates its 50th anniversary this year. This is an incredible honor to be recognized with this group of other library professionals. Fortunately, I will travel on behalf of CCPL to receive this award in September. I am hopeful that this recognition will bring greater attention to CCPL and the work we are doing. It may also serve CCPL well as a recruitment tool.

June 2017

Circulation

	Current YTD Total	Previous YTD Total	% change
Main	335,862	356,156	-5.70%
Bookmobile	25,883	22,701	14.02%
CRM	81,886	101,905	-19.64%
Dart	38,145	53,207	-28.31%
Dorchester Road	113,603	138,071	-17.72%
Edisto	9,198	11,742	-21.67%
Folly	17,642	19,447	-9.28%
James Island	174,734	190,205	-8.13%
John's Island	154,241	170,482	-9.53%
McClellanville	7,839	9,170	-14.51%
Mt. Pleasant	538,934	626,691	-14.00%
Otranto Road	140,825	176,826	-20.36%
Poe	25,919	20,037	29.36%
St. Andrews	355,391	395,572	-10.16%
St. Pauls	22,161	20,992	5.57%
Village	32,125	37,124	-13.47%
West Ashley	118,255	133,964	-11.73%
Total Downloads	607,909	576,246	5.49%
TOTALS	2,800,552	3,060,538	-8.49%

PC Use

	Current YTD Total	Previous YTD Total	% change
Main	55,398	62,957	-12.01%
Bookmobile	0	0	0.00%
CRM	29,466	30,885	-4.59%
Dart	18,912	19,266	-1.84%
Dorchester Road	27,384	30,268	-9.53%
Edisto	1,706	930	83.44%
Folly	1,210	1,481	-18.30%
James Island	15,165	14,399	5.32%
John's Island	22,598	26,945	-16.13%
McClellanville	2,106	2,258	-6.73%
Mt. Pleasant	24,145	30,002	-19.52%
Otranto Road	30,574	39,917	-23.41%
Poe	1,053	880	19.66%
St. Andrews	40,078	47,218	-15.12%
St. Pauls	3,014	2,880	4.65%
Village	2,682	2,983	-10.09%
West Ashley	12,432	13,322	-6.68%
WiFi USE	218,716	248,130	-11.85%
TOTALS	506,639	574,721	-11.85%

Registrations

	Current YTD Total	Previous YTD Total	% change
Main	8,602	10,414	-17.40%
Bookmobile	428	499	-14.23%
CRM	2,032	2,269	-10.45%
Dart	950	1,259	-24.54%
Dorchester Road	2,587	3,245	-20.28%
Edisto	144	153	-5.88%
Folly	415	517	-19.73%
James Island	4,090	5,083	-19.54%
John's Island	3,678	4,434	-17.05%
McClellanville	254	338	-24.85%
Mt. Pleasant	11,307	14,749	-23.34%
Otranto Road	3,095	3,624	-14.60%
Poe	721	807	-10.66%
St. Andrews	5,377	6,903	-22.11%
St. Pauls	466	542	-14.02%
Village	892	1,182	-24.53%
West Ashley	3,422	4,284	-20.12%
TOTALS	48,460	60,302	-19.64%
Total Active Library Card Holders			156,981

User Visits

	Current YTD Total	Previous YTD Total	% change
Main	404,002	312,768	29.17%
Bookmobile	4,987	7,881	-36.72%
CRM	138,730	141,014	-1.62%
Dart	77,301	73,521	5.14%
Dorchester Road	108,149	123,204	-12.22%
Edisto	4,090	5,349	-23.54%
Folly	15,919	11,321	40.61%
James Island	104,660	111,065	-5.77%
John's Island	113,796	119,353	-4.66%
McClellanville	12,223	11,742	4.10%
Mt. Pleasant	223,874	254,525	-12.04%
Otranto Road	121,868	152,006	-19.83%
Poe	12,661	10,788	17.36%
St. Andrews	198,886	231,233	-13.99%
St. Pauls	9,936	9,358	6.18%
Village	20,462	18,278	11.95%
West Ashley	99,168	117,954	-15.93%
TOTALS	1,670,712	1,711,360	-2.38%

Reference

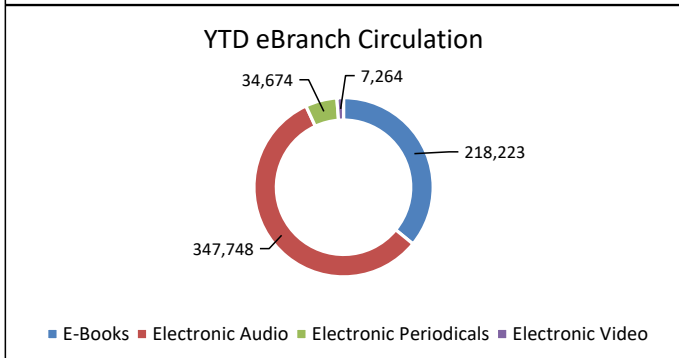
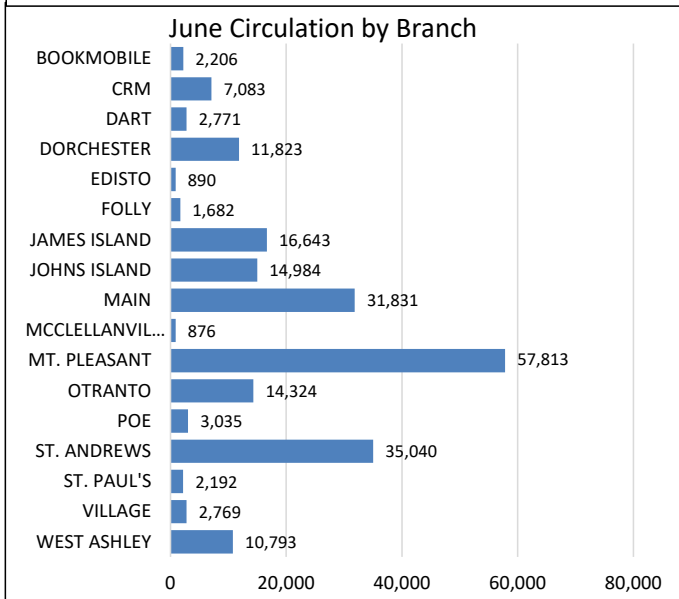
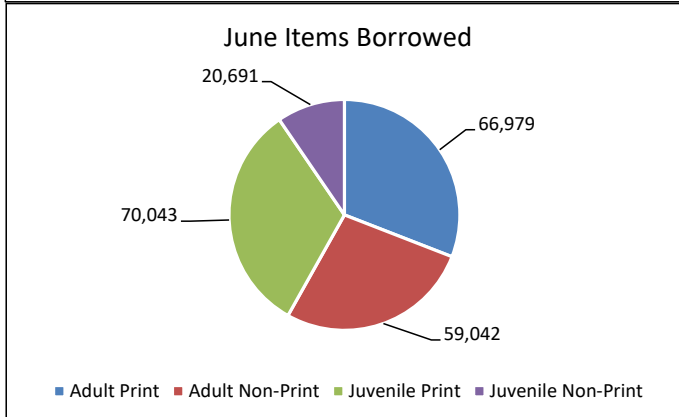
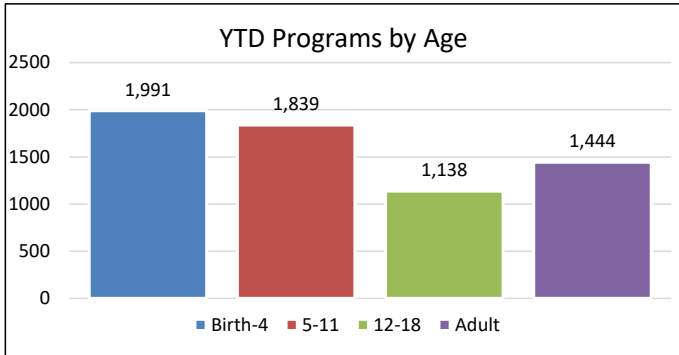
	Current YTD Total	Previous YTD Total	% change
Main	131,560	149,724	-12.13%
Bookmobile	2,404	1,336	79.94%
CRM	35,331	33,374	5.86%
Dart	13,408	16,903	-20.68%
Dorchester Road	29,393	39,724	-26.01%
Edisto	729	778	-6.30%
Folly	8,766	5,033	74.17%
James Island	26,038	27,446	-5.13%
John's Island	57,558	46,304	24.30%
McClellanville	4,370	5,694	-23.25%
Mt. Pleasant	60,970	71,357	-14.56%
Otranto Road	34,135	42,775	-20.20%
Poe	1,809	1,199	50.88%
St. Andrews	96,199	98,729	-2.56%
St. Pauls	7,689	4,165	84.61%
Village	4,737	2,139	121.46%
West Ashley	32,171	33,054	-2.67%
TOTALS	547,267	579,734	-5.60%

Out-of-County Registrations

	Current YTD Total	Previous YTD Total	% change
Main	58	72	-19.44%
Bookmobile	0	0	0.00%
CRM	10	5	100.00%
Dart	1	1	0.00%
Dorchester Road	59	63	-6.35%
Edisto	10	1	900.00%
Folly	0	0	0.00%
James Island	1	4	-75.00%
John's Island	1	3	-66.67%
McClellanville	2	0	200.00%
Mt. Pleasant	55	81	-32.10%
Otranto Road	73	62	17.74%
Poe	2	0	200.00%
St. Andrews	13	12	8.33%
St. Pauls	1	0	100.00%
Village	2	4	-50.00%
West Ashley	8	8	0.00%
TOTALS	296	316	-6.33%

Programming

	Current YTD Total	Previous YTD	% change
Main			
# of Programs	1,461	1,476	-1.02%
Attendance	60,936	57,500	5.98%
Bookmobile			
# of Programs	20	20	0.00%
Attendance	1,056	803	31.51%
CRM			
# of Programs	297	263	12.93%
Attendance	12,795	7,503	70.53%
Dart			
# of Programs	755	876	-13.81%
Attendance	13,559	20,201	-32.88%
Dorchester Road			
# of Programs	374	510	-26.67%
Attendance	15,874	13,651	16.28%
Edisto			
# of Programs	62	66	-6.06%
Attendance	387	401	-3.49%
Folly			
# of Programs	155	130	19.23%
Attendance	3,415	2,505	36.33%
James Island			
# of Programs	268	290	-7.59%
Attendance	10,450	11,440	-8.65%
John's Island			
# of Programs	683	701	-2.57%
Attendance	20,984	16,613	26.31%
McClellanville			
# of Programs	81	76	6.58%
Attendance	1,858	2,637	-29.54%
Mt. Pleasant			
# of Programs	383	609	-37.11%
Attendance	24,487	26,065	-6.05%
Otranto Road			
# of Programs	415	494	-15.99%
Attendance	8,879	18,408	-51.77%
Poe			
# of Programs	491	310	58.39%
Attendance	9,458	5,932	59.44%
St. Andrews/Hurd			
# of Programs	553	531	4.14%
Attendance	18,002	21,354	-15.70%
St. Pauls			
# of Programs	84	30	180.00%
Attendance	2,471	503	391.25%
Village			
# of Programs	86	73	17.81%
Attendance	1,007	1,385	-27.29%
West Ashley			
# of Programs	244	225	8.44%
Attendance	13,511	8,290	62.98%
TOTALS			
# of Programs	6,412	6,680	-4.01%
Attendance	219,129	215,191	1.83%



July 2017

Circulation

	Current YTD Total	Previous YTD Total	% change
Main	31,823	30,827	3.23%
Bookmobile	1,834	2,355	-22.12%
CRM	7,657	8,174	-6.32%
Dart	2,718	3,540	-23.22%
Dorchester Road	11,334	11,823	-4.14%
Edisto	858	1,095	-21.64%
Folly	1,950	1,655	17.82%
James Island	16,292	17,146	-4.98%
John's Island	14,297	16,416	-12.91%
McClellanville	819	910	-10.00%
Mt. Pleasant	56,745	58,343	-2.74%
Otranto Road	14,514	16,671	-12.94%
Poe	2,685	2,625	2.29%
St. Andrews	36,278	38,437	-5.62%
St. Pauls	1,795	2,060	-12.86%
Village	2,452	3,355	-26.92%
West Ashley	10,023	12,598	-20.44%
Total Downloads	51,268	53,263	-3.75%
TOTALS	265,342	281,293	-5.67%

PC Use

	Current YTD Total	Previous YTD Total	% change
Main	5,072	5,118	-0.90%
Bookmobile	n/a	n/a	n/a
CRM	2,452	2,469	-0.69%
Dart	1,630	1,806	-9.75%
Dorchester Road	2,512	2,635	-4.67%
Edisto	76	93	-18.28%
Folly	88	89	-1.12%
James Island	1,212	1,164	4.12%
John's Island	1,696	1,898	-10.64%
McClellanville	208	270	-22.96%
Mt. Pleasant	2,251	2,419	-6.95%
Otranto Road	2,570	3,112	-17.42%
Poe	139	98	41.84%
St. Andrews	3,421	4,116	-16.89%
St. Pauls	322	321	0.31%
Village	148	266	-44.36%
West Ashley	908	1,053	-13.77%
WiFi USE	14,337	18,979	-24.46%
TOTALS	39,042	45,906	-14.95%

Registrations*

	Current YTD Total	Previous YTD Total	% change
Main	297	933	-68.17%
Bookmobile	6	45	-86.67%
CRM	76	246	-69.11%
Dart	52	87	-40.23%
Dorchester Road	196	317	-38.17%
Edisto	3	18	-83.33%
Folly	15	48	-68.75%
James Island	98	566	-82.69%
John's Island	116	501	-76.85%
McClellanville	15	31	-51.61%
Mt. Pleasant	464	1,652	-71.91%
Otranto Road	137	342	-59.94%
Poe	31	92	-66.30%
St. Andrews	210	716	-70.67%
St. Pauls	17	56	-69.64%
Village	15	118	-87.29%
West Ashley	98	461	-78.74%
TOTALS	1,846	6,229	-70.36%
Total Active Library Card Holders			153,144

User Visits

	Current YTD Total	Previous YTD Total	% change
Main	30,125	38,765	-22.29%
Bookmobile	325	323	0.62%
CRM	9,722	12,438	-21.84%
Dart	6,188	7,347	-15.78%
Dorchester Road	10,229	10,393	-1.58%
Edisto	444	409	8.56%
Folly	1,960	1,478	32.61%
James Island	10,811	9,510	13.68%
John's Island	9,452	10,535	-10.28%
McClellanville	1,255	1,165	7.73%
Mt. Pleasant	24,308	24,861	-2.22%
Otranto Road	10,894	12,392	-12.09%
Poe	1,336	1,669	-19.95%
St. Andrews	24,980	19,980	25.03%
St. Pauls	968	914	5.91%
Village	1,827	1,783	2.47%
West Ashley	8,454	9,969	-15.20%
TOTALS	153,278	163,931	-6.50%

Reference

	Current YTD Total	Previous YTD Total	% change
Main	13,513	12,775	5.78%
Bookmobile	74	248	-70.16%
CRM	5,251	3,865	35.86%
Dart	1,187	1,779	-33.28%
Dorchester Road	2,774	3,018	-8.08%
Edisto	66	74	-10.81%
Folly	1,214	473	156.66%
James Island	2,645	2,449	8.00%
John's Island	5,033	4,543	10.79%
McClellanville	406	467	-13.06%
Mt. Pleasant	6,671	7,263	-8.15%
Otranto Road	2,951	3,524	-16.26%
Poe	222	107	107.48%
St. Andrews	9,387	11,637	-19.33%
St. Pauls	812	769	5.59%
Village	360	211	70.62%
West Ashley	2,142	3,300	-35.09%
TOTALS	54,708	56,502	-3.18%

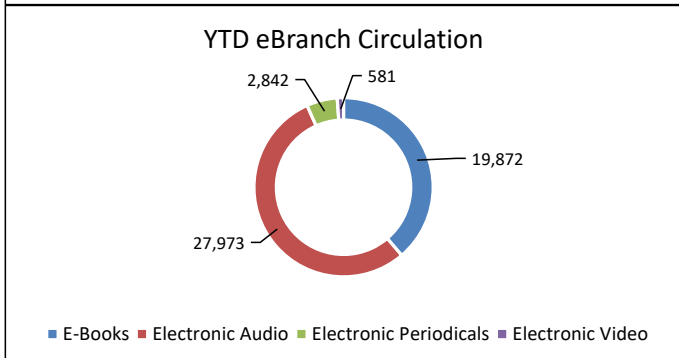
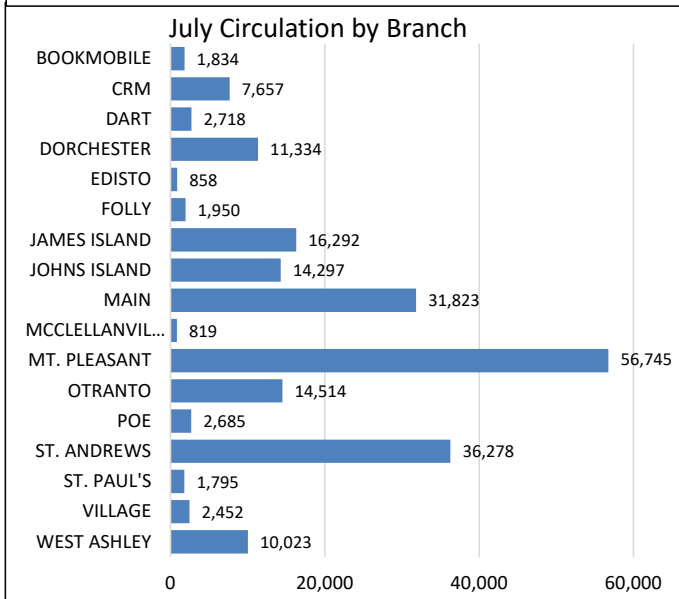
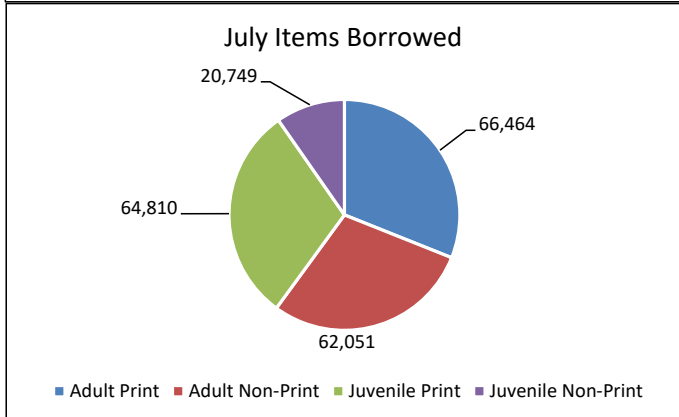
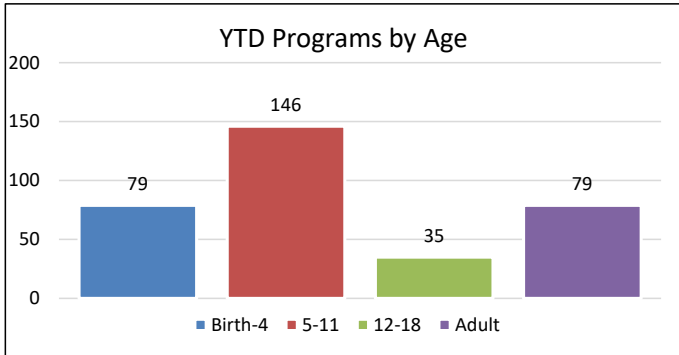
Out-of-County Registrations

	Current YTD Total	Previous YTD Total	% change
Main	3	6	-50.00%
Bookmobile	0	0	0.00%
CRM	0	0	0.00%
Dart	0	0	0.00%
Dorchester Road	1	6	-83.33%
Edisto	0	0	0.00%
Folly	0	0	0.00%
James Island	1	0	100.00%
John's Island	0	0	0.00%
McClellanville	1	0	100.00%
Mt. Pleasant	2	6	-66.67%
Otranto Road	0	8	-100.00%
Poe	0	1	-100.00%
St. Andrews	0	0	0.00%
St. Pauls	0	0	0.00%
Village	0	0	0.00%
West Ashley	0	0	0.00%
TOTALS	8	27	-70.37%

*registration numbers declined due to removing annual renewal requirement

Programming

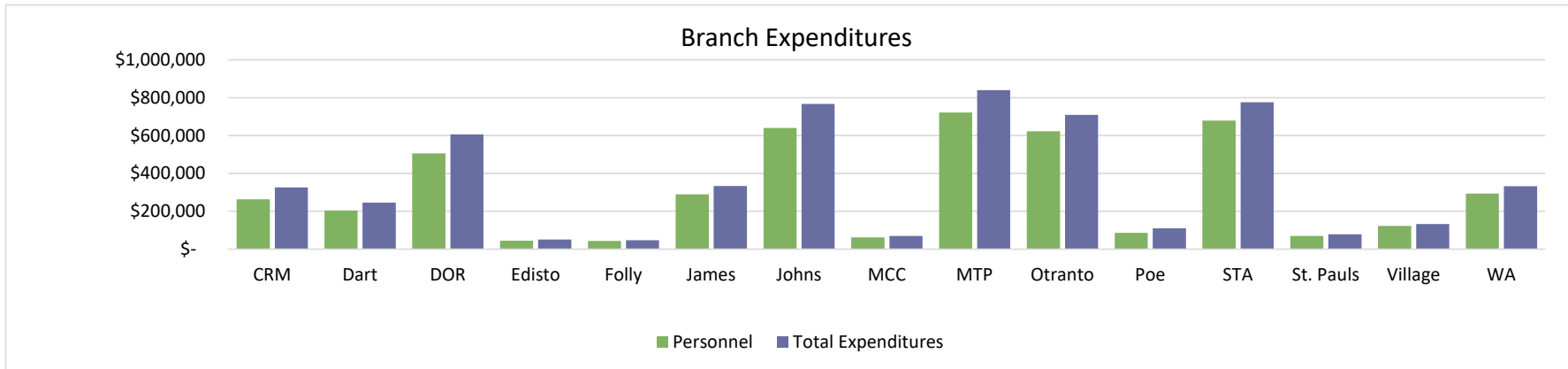
	Current YTD Total	Previous YTD	% change
Main			
# of Programs	121	89	35.96%
Attendance	4,019	4,298	-6.49%
Bookmobile			
# of Programs	3	2	50.00%
Attendance	26	44	-40.91%
CRM			
# of Programs	29	24	20.83%
Attendance	1,133	1,344	-15.70%
Dart			
# of Programs	82	78	5.13%
Attendance	1,670	2,074	-19.48%
Dorchester Road			
# of Programs	38	44	-13.64%
Attendance	1,256	1,404	-10.54%
Edisto			
# of Programs	6	5	20.00%
Attendance	47	60	-21.67%
Folly			
# of Programs	17	11	54.55%
Attendance	491	318	54.40%
James Island			
# of Programs	20	24	-16.67%
Attendance	1,422	1,176	20.92%
John's Island			
# of Programs	48	48	0.00%
Attendance	1,013	1,309	-22.61%
McClellanville			
# of Programs	11	15	-26.67%
Attendance	476	301	58.14%
Mt. Pleasant			
# of Programs	58	56	3.57%
Attendance	2,613	2,405	8.65%
Otranto Road			
# of Programs	43	38	13.16%
Attendance	1,107	1,090	1.56%
Poe			
# of Programs	50	42	19.05%
Attendance	1,065	1,169	-8.90%
St. Andrews/Hurd			
# of Programs	47	53	-11.32%
Attendance	2,931	2,080	40.91%
St. Pauls			
# of Programs	9	12	-25.00%
Attendance	90	146	-38.36%
Village			
# of Programs	33	10	230.00%
Attendance	373	289	29.07%
West Ashley			
# of Programs	20	25	-20.00%
Attendance	795	805	-1.24%
TOTALS			
# of Programs	339	576	-41.15%
Attendance	10,803	20,312	-46.81%





SERVICE EFFECTIVENESS MEASURES FY2017

<i>Through May 2017</i>	Main	CRM	Dart	DOR	Edisto	Folly	James	Johns	MCC	MTP	Otranto	Poe	STA	St. Pauls	Village	WA	System
Total Circulation/Visit	0.79	0.59	0.49	1.04	2.24	1.15	1.67	1.33	0.62	2.40	1.15	2.08	1.83	2.23	1.58	1.19	1.66
Circulation/FTE	8,781	10,873	6,575	7,270	6,020	11,565	23,845	9,284	4,272	27,105	8,433	8,701	20,340	9,985	10,193	13,637	16,802
FTE Cost/Circulation	5.39	3.53	5.77	4.97	5.35	2.69	1.83	4.60	8.96	1.50	4.92	3.78	2.12	3.51	4.18	2.73	2.48
Cost/Circulation	8.43	4.36	6.95	5.96	6.16	2.97	2.11	5.50	9.98	1.75	5.61	4.81	2.42	3.92	4.53	3.10	3.15
FTEs	34.63	6.88	5.38	14.00	1.38	1.38	6.63	15.00	1.63	17.75	15.00	2.63	15.75	2.00	2.88	7.88	150.80
FY17 Personnel Expenditures	\$1,639,231	\$ 263,833	\$ 203,988	\$ 505,781	\$ 44,428	\$ 42,976	\$ 289,100	\$ 640,807	\$ 62,414	\$ 722,070	\$ 622,543	\$ 86,426	\$ 678,947	\$ 70,030	\$ 122,594	\$ 293,471	\$ 6,288,638
FY17 Branch Expenditures	\$2,563,717	\$ 325,779	\$ 245,710	\$ 606,606	\$ 51,153	\$ 47,366	\$ 333,121	\$ 766,476	\$ 69,507	\$ 840,551	\$ 709,631	\$ 110,088	\$ 775,856	\$ 78,294	\$ 133,035	\$ 332,755	\$ 7,989,644



YEAR-END FISCAL DATA

	FY2017	FY2016
Interlibrary Loans		4,997
Reference Questions		579,734
Summer Reading Participants		8193
User Visits		1,711,360
County Population (est. 2013)		372,803
Total Circulation		3,068,536
Circulation per Capita		8.23

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Libraries Closed Labor Day	5	6	7	8	9
10	11	12	13 5:30pm – FOL Board Meeting	14	15	16
17	18 Big Read: Citizen: An American Lyric by Claudia Rankine	19	20	21	22	23 Black Ink Festival
24	25 Big Read: Citizen: An American Lyric by Claudia Rankine	26 5:15pm – Board Meeting at Main	27 Big Read: Citizen: An American Lyric by Claudia Rankine	28 Big Read: Citizen: An American Lyric by Claudia Rankine	29	30

NEXT MONTH

October

6: Staff Development Day, Libraries Closed

11: FOL Board Meeting

13-15: That BIG Book Sale

24: Board Meeting at John's Island