

**Minutes of WFPL Board of Governance Regular Board Meeting
Monday, May 6, 2024 at 4:00 p.m. CST
Tryon Library, 1200 Langley Ave., Pensacola, FL 32504**

Board Members Present

- Lori NeSmith, Library Board of Governance, Chair
- Kenneth “Blaine” Wall, Library Board of Governance, Vice Chair
- John Bullock, Library Board of Governance, Member

Board Members Absent

- Robin Reshard, Library Board of Governance, Member
- Liza Campbell, Library Board of Governance, Member

Administration Present

- Christal Bell-Rivera, Deputy Director, Library Services
- Tricia Sheridan, Director’s Aide, Library Services

Administration Absent

- Todd J. Humble, Director, Library Services

Call to Order

- Ms. NeSmith called the meeting to order at 4:06 p.m.
- Proof of Publication was received.
- The quorum is present.

Pledge of Allegiance

- Ms. NeSmith led the Pledge of Allegiance to the Flag of the United States of America.

Public Forum

Approval of Agenda

Approval of Minutes

- Dr. Wall made a motion to approve the March 21, 2024, minutes. Mr. Bullock seconded the motion. The March minutes were approved unanimously.

Chairman’s Report

- Ms. NeSmith shared she was excited to see the Summer Reading program sign-up started today.
- Ms. NeSmith inquired about the Friends of the Library book sale. Deputy Bell-Rivera reported that the sale brought in \$16,794.00 and sales were up 8% from the 2023 Spring

sale. Approximately 13,470 items were sold and 1,163 people were in attendance. Ms. NeSmith extended a thanks to the Friends volunteers from the Board.

- Mr. Bullock asked about the bookstores in the libraries and a possible donation. Deputy Bell-Rivera shared that there are bookstores run by the Friends at the Pensacola, Tryon and Bellview libraries. His donation could be dropped off at any library and they would become part of the Friends bookstore or quarterly sale events.
- Ms. NeSmith thanked the library staff for the volunteer appreciation event.

Library Director's Report

- Deputy Director provided the report.
- Deputy Bell-Rivera notified the Board that she and Director Humble would be in a budget workshop on September 23 and requested the September board meeting be changed to September 16th. The Board changed the meeting date to September 16, 2024 and the meeting will be held at the Bellview location.
- The Genealogy Department received a donation for over \$26,000.00 from the Patricia Miller estate. The Deputy reassured Mr. Bullock that it was earmarked on the budget to be used only for Genealogy.
- The theme for the summer reading program is "Summer Adventures" so all programming topics relate to the theme.
- The summer feeding program will happen at every library location.
- The library is making a concerted effort to flood social media with information about the libraries. The Deputy met with the manager of Century to brainstorm ideas for raising the patron numbers. The Deputy contacted Byrneville Elementary and will send home flyers advertising the library as a place to be over the summer. She is also working with the Escambia County School district for approval to send home flyers to those at Bratt Elementary.
- A patron requested that colored Plexi-glass and high contrast keyboards be made available. We are currently in the process of cataloging the items to be part of the "Library of Things" and dispersing them to all libraries. Dr. Wall requested the items be brought to the next meeting so the Board could see the new items.
- Ms. NeSmith inquired about Director Humble and the Deputy shared he is on PTO leave.
- Mr. Bullock asked about the email that all the Board members received from a patron regarding his bags. The Deputy explained that the patron comes to the library with many bags in tow. Our policy does not state how many bags someone can have, but only limits the size. The library's contracted security guard considered all of the bags as one unit be larger than the allowed size. Ms. NeSmith request that the Rights and

Responsibilities policy be placed on the agenda for the next meeting to review the bag policy.

New Business

- Discussion on the ILL Policy.
- Mr. Bullock asked about the identifying information that is asked for on the WFPL form during an ILL transaction; whereas, the State statute prohibits us from giving out personal information. He also asked why the minimum age was changed to 18 years old.
- Ms. NeSmith asked why we must ask identifying questions and why can't a parent or guardian be responsible for a younger child's request? Mr. Bullock pointed out that the existing policy allows for people under the age of 18 and he was surprised to see the change. Dr. Wall stated a student in middle or high school might need access to something they can't get locally. Dr. Wall requested data at the next meeting on how many users are 18 years old and under; so, if it is an issue to loan to minors through ILL, how often is it an issue?
- Ms. NeSmith requested the policy review for ILL be tabled until the next meeting when Director Humble returns and can answer the questions.
- Discussion on the Internet Policy. The Deputy shared that there was only one grammatical and one formatting change proposed by administration. The policy itself can't really be changed a lot because the verbiage in our policy is specifically from the FCC policy, and we receive funding dollars from the FCC. Last year we received close to \$81,000.00. The Deputy provided handouts on the Children's Internet Protection Act (CIPA), the E-Rate Universal Service Program for Schools and Libraries and the FCC's State Statute 54.520.
- Deputy stated that people try to work around being monitored on the library computers by using the guest pass and she has been approached by law enforcement for records and information. The policy does cover the use of wi-fi and referred the Board to the statement, "The following rules apply to the library computers, equipment, and networks [wired or wireless (Wi-fi)].....". Patrons do not need a guest pass to connect to the wi-fi.
- Mr. Bullock asked if law enforcement comes in and wants information, do we demand a warrant for subpoena before giving information. The Deputy states that law enforcement will connect with the County attorney's office and County will take over from there. The County IT department is the one that is pulling the information that is requested in the warrant. The County's IT department are the ones to certify the evidence.
- Ms. NeSmith made the first motion to approve the Internet Use Policy as presented in the admin draft. Dr. Wall seconded the motion. Motion passed.

Old Business

- Ms. NeSmith asked the Board to rehash where things were regarding Director Humble's evaluation following the February meeting when she had to leave early. Dr. Wall shared that they worked through the evaluation and each member handed their signed evaluation to Ms. Reshad who was going to compile the data for the next meeting. However, Ms. Reshad was not at the next meeting, so members had not heard anything back from her. Ms. NeSmith asked for confirmation that the evaluation provided in their packet was the one that was turned into the County. The Deputy confirmed.
- Additionally presented in the board packet was Director Humble's self-evaluation. Ms. NeSmith questioned whether the self-evaluation was turned into the County. This was not able to be confirmed.
- Ms. NeSmith sought confirmation if the compilation of the board member's evaluation had been turned into Director Humble's supervisor. This was confirmed with Ms. Reshad's email stating it had been emailed on March 25, 2024.
- Ms. NeSmith expressed concerned that the form that they had to fill out had information that she had no knowledge of regarding his work performance. She asked if it was a standard form because she had not seen it in the past. The Deputy stated she believed it had been used in the past. The Deputy shared her concern regarding the evaluation criteria and that Board members only had about only 24 hours of contact time and interaction to score him.
- Ms. NeSmith stated that in the Bylaws it states it is the board's job to evaluate the director. The Deputy agreed but added that it doesn't indicate which form or categories need to be completed. She offered that it as within their authority to draft a new form that would make it applicable to his review and eliminate the things that were difficult to rate.
- Dr. Wall stated he thought the process was less than ideal and it would have been helpful to have the self-evaluation first. When rating Director Humble's continuing education, Dr. Wall was not aware of what Director Humble did because it doesn't come up during regular meetings. Dr. Wall also asked about the staff feedback and Director Humble not wanting to share that information before the Board completed their evaluation because it might influence how things are perceived. He added, staff evaluations are relevant, and it speaks to the Deputy's point about the Boards limited contact time with Director Humble. The Board does not work with him, but the people that do work with him are in the best position to provide meaningful feedback. In any profession there will be people that are unhappy about something, but it would be important to look for trends and recurring complaints or issues. Having the data from staff along with his self-evaluation would result in a more fair and accurate evaluation.
- Mr. Bullock pointed out that one of the criteria is "motivating staff" and the Board would have no way of knowing that. He asked how that became his lowest score? Dr. Wall thought that through conversation at the February meeting, multiple people

commented on hearing from staff about this issue, but it was random people who sought out board members to make their concerns known. The Board could not speak to the fact that it was a larger issue or was this you just a few unhappy people.

- Ms. NeSmith asked if the County already has a platform in place for evaluations. Deputy explained how the County conducts evaluations, which begin in June. Ms. NeSmith asked if it was possible to pull out some of the questions to use. The Deputy shared that the evaluation are maybe four or five questions, and it depends on the positions. Further discussion regarding existing electronic platforms the County uses (i.e. Survey Monkey) and existing ways staff can give feedback. Dr. Wall adds that in his profession, students complete a survey each semester. That feedback might make it into his annual review if there is a trend, not just if one student says something. If they notice issues, it might translate to something they can look at. The Deputy asked follow-up questions like where would the survey go and how is it getting there? Electronic surveys will be connected to their email so that it will create public records issues. Whomever is going to be the recipient of those surveys will be responsible. Ms. NeSmith asked to have this issue researched with County. Discussion about confidentiality and HR if the forms are submitted there.
- The Deputy suggested creating another document that narrowed down what they want the staff to answer, this would be in addition to a new, separate form for the self-evaluation.
- Dr. Wall added he would like to hear Ms. Campbell's input regarding the evaluations since she has worked in a public library previously.
- Ms. NeSmith asked for Director Evaluations to be on the next agenda and perhaps keep it as a rolling agenda item.

Open Board Discussion

- Mr. Bullock asked that the library have a ballot in the lobby that voters can read before going into the poll to speed up the process. Ms. NeSmith suggest something could be promoted social media.
- Mr. Bullock stated he would like to know about incidents before hearing it on the news. Ms. NeSmith said an email letting us know is fine.
- Ms. NeSmith stated that in Director Humble's self-review he mentions, "circulation numbers have not specifically been requested and can become part of the weekly report or whatever frequency the Board requests." Discussion regarding how to disseminate information. The Director's Aide will send a copy of the weekly report showing the door count and programming numbers on a weekly basis. Additionally, the Board requested a manager or staff member was placed on the agenda and spoke for about five minutes and share what was happening in their library.

XI. Next Meeting

Monday, June 24, 2024, at 4:00 p.m. at the Pensacola Library, 239 N. Spring St., Pensacola, FL 32502.

- A motion to adjourn was made by Mr. Bullock. Dr. Wall seconded the motion. The meeting was adjourned at 5:55 p.m. by Ms. NeSmith.