

Central Arkansas Library System

Board of Directors Meeting

September 26, 2024, at noon

Hybrid Meeting: UA Little Rock Downtown & Zoom Video Call

Board members in attendance were Ryan Davis, Karama Neal, Brandon Grice, Audrey Evans, Madhav Shroff, David Finkbeiner, Luke Underwood, Jennifer Jamison, and Esperanza Massana-Crane. Alexis Sims, Stacey McAdoo, Joyce Elliott, and Dustin McDaniel were absent.

Staff in attendance were Nate Coulter, Tameka Lee, Jo Spencer, Ellen Samples, Gonzalo Hernandez, Eliza Borné, Jerricka Handley, Hannah Saulters, Katherine Blake, Sylvia Davis, Linda Ellis, Nathan Smith, Pamela Bandy, Carol Coffey, Bekah Ervin, Jennifer Cordell, Maria Aguilar, Joe Hudak, Brant Collins, Kate Matthews, and Glenn Whaley.

Also in attendance were Joe Flaherty and Staci Vandagriff with the Arkansas Democrat Gazette, Matthew Lehner with CDI Contractors, Amanda Sturgell with Polk Stanley Wilcox, and Christina Fuller-Gregory with Constructive Disruption.

Action Items

1. Approval of Minutes

Davis asked the Board to approve the August Minutes as presented.

Neal moved to approve the August Minutes as presented. Underwood seconded the motion, and it was approved unanimously.

2. Approval of August Financials

Grice reported that as of August 31, 2024, CALS assets totaled \$107,155,606.95 with a net loss of \$3,288,814.66. He added that tax receipts were up 5.2% through September.

Underwood moved to approve the financial report. Finkbeiner seconded, and it was approved unanimously. Davis filed the August Financials for audit.

3. Board Policy 408

Matthews introduced Board Policy 408, a proposed policy outlining security camera guidelines and procedures for all CALS locations. She noted that CALS was already abiding by the guidelines laid out in the proposed policy and board approval would simply codify the procedures. Matthews said the policy complied with state surveillance laws requiring public posted signage about security cameras and privacy laws disallowing footage to be shared outside of CALS without a court order.

Neal asked about the retention period of recorded footage on CALS cameras. Matthews responded that footage was kept for about two weeks, after which the oldest footage was overwritten by new footage. She said that footage could be preserved for longer if staff

9/26/24 2

were alerted to a need. Coulter added that newer cameras in the system had the capacity to record audio by manufacturer default. Matthews said that microphones were turned off and only video was being recorded, citing an internal survey which showed that 75% of library staff are not in favor of having audio on.

Davis asked the Board to approve Board Policy 408.

Jamison moved to approve Board Policy 408. Shroff seconded the motion, and it was approved unanimously.

Information Items

1. Hispanic Heritage Month & Día de Muertos

Aguilar invited the board to participate in an abundance of CALS programs scheduled to celebrate Hispanic Heritage Month from September 15 to October 15. She highlighted programs such as a bilingual legal aid workshop at Dee Brown Library and a painting program at Terry Library. Aguilar also announced that CALS would host its annual Día de Muertos event on November 1 in partnership with the Mexican Consulate, the Downtown Little Rock Partnership, and UA Little Rock Downtown. She said 2024 marks the fourth year in a row CALS has hosted the event. Massana-Crane commended Aguilar for her tireless work bridging the gap between the library system and the local Central Arkansas Hispanic community.

2. Strategic Plan Update

Coffey introduced Christina Fuller-Gregory, a consultant with Constructive Disruption, to update the board on the community engagement aspect of the strategic planning process. Fuller-Gregory gave a brief overview of the work done by herself and the CALS Strategic Planning Committee to date, including in-person community visioning sessions held in Spring 2024 that saw robust attendance from underrepresented communities. She reported that early themes from engagement with community stakeholders were organizational excellence; leading edge approaches to library services that are intentional, inclusive, kind, and compassionate; responsive services and supports; and authentic community partnerships and connection. Gregory-Fuller said the mission, vision, and value statements would soon be ready to present to the board for discussion and approval. She added that, beginning in January, the Strategic Planning Committee would ask the board for help ensuring community stakeholder representation in the process.

Neal said that, as a member of the Strategic Planning Committee, she would be happy to act as a liaison for any questions the board had for the committee. Coffey said that staff surveys had been sent out. She said staff seemed engaged, noting that she received 39 responses the same day the survey was released, accounting for ten percent of CALS staff.

3. CALS Cruiser

Blake introduced herself as the manager of the CALS Cruiser, the library system's new mobile branch library. She said the Cruiser has been on the road for a month and the response from the community has been enthusiastic. Upcoming Cruiser destinations included The Connection Church of Sherwood located in Gravel Ridge, Ferndale Community Park, the Boys & Girls Club of Jacksonville, Watershed Family Resource Center, Roland Crisis Closet, Williams Junction Market, Anne Watson Elementary School in Bigelow, and Landmark Elementary School. Blake

said the Cruiser served patrons of all ages, as well as providing access to Wi-Fi, notary services, and printing, scanning, and faxing services. Neal asked if the Cruiser only visited areas in the CALS service area and if patrons could obtain library cards from the Cruiser. Blake answered yes to both questions.

Underwood asked about the duration of each CALS Cruiser visit. Blake responded that the Cruiser operated via two types of stops: a parked service stop which lasts four hours, and a lobby stop which lasts a half-hour to an hour. During a parked service stop, the Cruiser serves as the community's branch for the day; for a lobby stop, the Cruiser privately serves a specific community partner, such as schools or assisted living facilities. Neal asked how communities could request a visit from the CALS Cruiser. Blake said interested parties could be directed to a request form on the CALS website, which she used in tandem with community outreach connections and census data to determine the Cruiser's destinations.

Massana-Crane asked how the board could help with CALS Cruiser efforts. Blake invited the board to promote Cruiser services in their areas of influence and collect feedback on what services their communities wanted. Coulter and Jamison asked about volunteer opportunities with the Cruiser. Blake said that CALS staff have been overwhelmingly willing to assist with the Cruiser's start-up and that external volunteers would be needed once the patron base had grown.

Collins, who serves as a backup for Cruiser operations, praised the work Blake was doing to manage the mobile library, highlighting the solitary role as preparation-intensive and requiring versatility and organization. Finkbeiner also commended Blake on the Cruiser's outreach efforts in Perry County, particularly the stop in Bigelow, which has no branch. He asked Blake about planning a visit to Perryville Elementary School, located close to Milam Library. Blake said that given the school's proximity to Milam this would be a good location for a lobby stop where students would see the bookmobile and learn more about the potential resources available at the nearby branch. Coulter applauded the use of the vehicle to generate publicity and excitement in a community where some residents might not have visited their library branch but would consider a visit after encountering the CALS Cruiser.

4. Director's Report

Coulter highlighted a few items from his written report:

- **Saving Birds and Electricity:** CALS staff have recently made efforts to limit light pollution disruption to migratory birds and reduce the number of bird strikes at CALS facilities. Coulter said that Hernandez and his team have dimmed nighttime branch lighting at most locations, not including the Sanders and Nixon branches due to city ownership of those buildings. Coulter added that numerous branches including Children's, McMath, and Fletcher have reported bird strikes with library windows, noting that Hernandez would investigate the price of window film to help avoid future strikes.
- **Six Bridges Book Festival:** Coulter encouraged board members to attend author sessions in conjunction with the ongoing Six Bridges Book Festival. Borné shared that more than twelve hundred audience members had engaged with the festival as of the meeting date.

9/26/24 4

- **Circulation and Traffic:** CALS staff removed approximately 10,000 library card accounts that have not been active in the past year, a process which staff perform regularly to clean up statistical data for reporting purposes and to keep patron records as accurate as possible. Neal asked which entity the statistical data was reported to. Coffey replied that staff sent the statistical data to the federal Institute of Museum and Library Services as part of their public library survey, which helps libraries like CALS benchmark their services.

5. Move to Adjourn

Davis called the meeting adjourned at 12:59 p.m.



President



Secretary