

AKRON-SUMMIT COUNTY PUBLIC LIBRARY
 BOARD OF TRUSTEES
 REGULAR BOARD MEETING
 DECEMBER 15, 2022

President Bernie Rochford called the regular meeting of the Board of Trustees of the Akron-Summit County Public Library to order at 4:03 pm in the Lolita K. Adair Board Room of Main Library. The following members of the Board answered the roll call: James Casey, Joseph Ferrise, Angela Neeley, William Rich, Bernie Rochford, and Ray Weber. John Frola was absent. Present from Library staff were Pamela Hickson-Stevenson, Michelle Scarpitti, Michelle Alleman, Carrie Burrier, Andrea Cowgar, Carla Davis, Kim DeBenedictis, Michael Derr, Cheryl Engel, Tonya Gardella, Tim Hite, Amanda Kowalsky, Ryan McCoy, Brett Neff, Heather Otto, Pam Plumley, Peter Schantz, and Val Sherman.

Mr. Rich moved, seconded by Mr. Casey, to adopt the December 15, 2022 agenda as amended to list the start time of the meeting as 4:00 pm. The motion was adopted without dissent. 22-110 AGENDA

Mr. Rich moved, seconded by Ms. Neeley, to adopt the minutes of the October 27, 2022 regular Board meeting. The motion was adopted without dissent. 22-111 OCTOBER BOARD MINUTES

Mr. Rochford wished everyone a healthy and happy holiday season. He appreciated all the work done throughout the last year and is looking forward to another good year in 2023, with less need for masks. PRESIDENT'S REMARKS

Michelle Scarpitti, Fiscal Officer, presented the executive summary and financial report for October 2022. The real estate tax and intergovernmental receipts are complete for the year. The Public Library Fund and E-Rate reimbursements were the main revenue sources for October. Expenses for October included a payment of \$46,717 for chiller repair and refrigerant at Main, and \$10,360 for the fall issue of the newsletter. OCTOBER 2022 FINANCIAL REPORT

Mr. Rich moved, seconded by Mr. Weber, to adopt the financial report for October 2022. The motion was adopted without dissent. 22-112 ADOPTION OF FINANCIAL REPORT

Ms. Scarpitti presented the donor/gift list for October 2022. The Library received \$6,399.30 in monetary donations and approximately one and a half pages of other donations. DONOR/GIFT LIST

Mr. Weber moved, seconded by Mr. Rich, acceptance of the donations and gifts with great appreciation. The motion was adopted without dissent. 22-113 DONATIONS & GIFTS

Ms. Scarpitti presented the investment report for October 2022. The interest totaled \$42,699.05 with approximately 63% credited to the General Fund. There were no changes to the investments during October. OCTOBER INVESTMENT REPORT

[The investment reports are appended to the minutes]

Ms. Scarpitti next asked the Board to adopt a resolution regarding access to a bank account. A customer included the Library on her account and recently passed

away. Because the Library is on the account, the funds will not have to go through Probate Court. The bank is asking for proof of authorization to move the money to the Library account and close the customer's account.

Mr. Rich moved, seconded by Mr. Casey, to adopt the Resolution to Approve Authorized Parties for Banking Services with Ohio Savings Bank, a Division of New York Community Bank. The motion was adopted without dissent.

Heather. Otto, Human Resources Director, presented the personnel report for November and early December 2022. She stated there were no changes to the report since it was issued. She highlighted two retirements: Dale Dorn, the Library's scheduler and supervisor for off-duty Akron Police Department officers, and Sherri Merzweiler at Portage Lakes, who served the Library for more than 21 years.

22-114
RESOLUTION TO
APPROVE AUTHORIZED
PARTIES FOR BANKING
SERVICES

PERSONNEL
REPORT

AKRON-SUMMIT COUNTY PUBLIC LIBRARY
Personnel Report – November/December 2022

RESIGNATIONS:

<u>Employee</u>	<u>Classification</u>	<u>Date</u>	<u>Agency</u>
Adury, Anant	Student Assistant	11/02/2022	Kenmore
Cordova, Delaney	Public Service Assistant II	12/02/2022	Mobile Services
Dobbs, Kate	Student Assistant	10/06/2022	Portage Lakes
Finley, John	Events Supervisor	10/19/2022	Events
Hooper, Madison	Akron Police Officer	11/07/2022	Security
Knoll, Grace	Student Assistant	12/19/2022	Ellet
Lin, Bei	Accounting Assistant	12/02/2022	Business Office
Lushbaugh, Katrina	Student Assistant	12/03/2022	Ellet
Manns, Olivia	Student Assistant	12/16/2022	Odom
Mara, Steven	Akron Police Officer	10/13/2022	Security
Massey, D'Chante	Student Assistant	12/03/2022	Odom
McCullough, Ian	Librarian (Substitute)	11/18/2022	Public Services Office
McKeel, Jason	Akron Police Officer	11/07/2022	Security
Neumann, Patrick	Akron Police Officer	11/21/2022	Security
Nunn, India	Public Service Assistant (Substitute)	10/22/2022	Public Services Office
Ransbury, Jennifer	Marketing Assistant	11/03/2022	Marketing
Thomas, Rachel	Student Assistant	12/17/2022	Richfield

SELECTIONS:

<u>Employee</u>	<u>Classification</u>	<u>Date</u>	<u>Agency</u>
DeLauder, Reed	Public Service Assistant II – Floater	12/05/2022	Public Services Office
Iler, Patrick	Public Service Assistant II – Substitute	12/05/2022	Public Services Office
Primm, Michael	Security Officer	12/05/2022	Security
Soisson, Drew	Public Service Assistant II	10/10/2022	Springfield-Lakemore
White, Tommie	Student Assistant	10/24/2022	CAV
Wilson, Claire	TechZone Assistant	10/10/2022	Electronic Services
Wooten, Jonah	Student Assistant	12/05/2022	Ellet

PROMOTION:

<u>Employee</u>	<u>Classification</u>	<u>Date</u>	<u>Agency</u>
Bagley, Carolyn	Public Service Assistant II Public Service Assistant III	11/28/2022	Ellet Firestone Park
Hill, Shannon	Student Assistant Public Service Assistant II	11/21/2022	Highland Square Firestone Park
Lamb, Kylie Lakemore	Public Service Assistant II Librarian (Youth Services)	12/05/2022	Circulation Springfield-
Tigner, Khantal	Public Service Assistant II Librarian	11/28/2022	Maple Valley Special Collections

CHANGE OF CLASSIFICATION (STATUS)/TRANSFER:

<u>Employee</u>	<u>Classification</u>	<u>Date</u>	<u>Agency</u>
Leslie, Elise	Public Service Assistant II Public Service Assistant II	12/12/2022	Mobile Services Ellet
Neal, Daphnie	Librarian (Intermediate/Teen) Librarian (Intermediate/Teen)	11/07/2022	Goodyear Odom
Riddle, Sarah	Public Service Assistant II Public Service Assistant II	12/12/2022	BGS Ellet

RETIREMENTS:

<u>Employee</u>	<u>Classification</u>	<u>Date</u>	<u>Agency</u>
Dorn, Dale	Akron Police Dept. Supervisor	12/04/2022	Security
Merzweiler, Sherri	Public Service Assistant II	12/31/2022	Portage Lakes

Dale Dorn

05/02/1994 – 12/04/2022 – Akron Police Department Supervisor

Sherri Merzweiler

10/22/2001 – 07/11/2004 – Shelver, Science & Technology
07/12/2004 – 08/21/2005 – Public Service Assistant, Mogadore
08/22/2005 – 05/27/2007 – Public Service Assistant, Portage Lakes
05/28/2007 – 12/31/2022 – Public Service Assistant II, Portage Lakes

NUMBER OF EMPLOYEES

	<u>06.16.09</u>	<u>06.09.10</u>	<u>12.05.19</u>	<u>12.04.20</u>	<u>11.15.21</u>	<u>12.08.22</u>
Full-Time Staff:	291	270	270	249	249	250
80 Hrs. Exempt				43	43	42
75 Hrs. Non-Exempt				206	206	208
Part-time/Job-Share Staff:	68	54	48	41	41	47
Student Assistants:	86	73	82	53	41	55
Total Number of Staff:	445	397	400	343	331	352
Full-Time Equivalents	339	307	307	276	273	281

NOTE: These numbers cannot be compared from month to month for the following reason: the numbers may not reflect additions and deletions to the payroll system as the changes are made immediately prior to or after the date the personnel action is effective.

Mr. Rich moved, seconded by Mr. Casey, to adopt the personnel report. 22-115
The motion was adopted without dissent. PERSONNEL REPORT

Pam Hickson-Stevenson, Executive Director, introduced Michelle Alleman, EXECUTIVE
the new Deputy Director, and asked her to share information about herself. Ms. DIRECTOR’S
Alleman stated that she was Branch Manager at Firestone Park Branch for nearly REPORT
four years, from 2012 to 2016. She left Akron to serve as the Director at the
McKinley Memorial Library in Niles, Ohio. She is very happy to be back at the NEW DEPUTY
Akron Summit-County Public Library and has been busy meeting with all of the key DIRECTOR
administrative leaders in the Library, branch managers, and Main Library division
managers. She said it is beginning to feel like her home away from home already.
Mr. Rochford welcomed her back to the Library.

Ms. Hickson-Stevenson happily announced that the Library finally is getting ELECTRIC VEHICLE
a small electric vehicle to use as a pop-up library. FirstEnergy Corp. donated the AS POP-UP LIBRARY
funds for the vehicle purchase and fabrication. She had originally started working on
the idea in 2019. She hopes it will begin service in 2023.

Next, she reviewed the beginning stages of planning for the Library’s LIBRARY
Sesquicentennial in 2024. Overall committee co-chairs will be Carla Davis, Michael SESQUICENTENNIAL
Derr, Patrick Manning, and Brett Neff. Celebrating this amazing milestone will also
benefit from the involvement of nearly twenty sub-committee co-chairs. Ms.
Hickson-Stevenson will serve in an advisory role.

Ms. Hickson-Stevenson read the report of the joint meeting of the Personnel
and Finance Committees.

*Akron-Summit County Public Library Board of Trustees
Report of Joint Meeting of
Finance and Personnel Committees
December 13, 2022*

On Tuesday, December 13, 2022, the Finance and Personnel Committees met in the Lolita K. Adair Board Room at Main Library. Finance Committee Chair John Frola called the meeting to order at 4:05 pm. Also in attendance were Board President Bernie Rochford, Personnel Committee Chair Angela Neeley, Finance Committee member James Casey, and Personnel Committee members William Rich and Ray Weber. Library staff members Pam Hickson-Stevenson, Michelle Alleman, Heather Otto, and Michelle Scarpitti attended as well.

Mr. Rochford moved, seconded by Mr. Casey, to adopt the agenda. The motion was adopted without dissent.

Ms. Hickson-Stevenson and Ms. Otto shared information regarding the compensation and classification study and the resulting recommendations. As part of the strategic plan, the Library contracted with Organizational Architecture (OA), a human resources consulting firm with extensive public library experience, to complete a compensation and classification study. A study was last conducted 14 years ago in 2008.

According to OA, “The current best practice approach to evaluating jobs is to use an externally focused market pricing approach. In a hyper-competitive labor market, this approach ensures that the organization is paying competitively against its competition for labor.” Benchmarking on all ASCPL positions was performed using survey data found in the most current available versions of the following resources:

- Economic Research Institute Salary Assessor and Executive Assessor survey databases (a nationally used robust salary, cost of living, and executive compensation survey database)*
- NEO-RLS Statewide Pay Practices Survey 2022 (pay data specific to Ohio libraries)*
- State Library of Ohio Public Library Salary Survey 2020 (salary data for Ohio public library workers)*

OA took into consideration that some salary positions work a 40.0-hour workweek and others work a 37.5-hour workweek and adjusted the market data accordingly.

Positions were identified as “above-market,” “at-market,” or “below-market” based on the median pay. For example, if the Library pays a median of:

- \$15.57/hour for a position and the survey median pays \$19.57/hour for that same position, then the Library pays 80.6% of the median, which makes the position “below market.”*
- \$17.24/hour for a position and the survey median pays \$15.02/hour for that same position, then the Library pays 114.8% of the median, which makes the position “above market.”*
- \$22.38/hour for a position and the survey median pays \$22.86/hour for that same position, then the Library pays 97.9% of the median, which makes the position “at market.”*

Nearly 75% of ASCPL jobs were determined to be “at market” or “above market.”

The following positions were identified as paying “below market,” and the incumbents were recommended to the Board to have pay increases to bring the positions “at market.”

Position	Number of Incumbents
Accounting Assistant	2
Manager, Security	1
<ul style="list-style-type: none"> • Materials Processor (Magazines) • Materials Processor (Technical Services) 	4
Security Officer	10
Web Developer	1

Additionally, when reviewing pay for the compensation and classification study, inequities based on years of experience were identified. When the Library took the necessary measures over nine years (2004 to 2006 and 2010 to 2015) not to implement annual step increases (i.e., when an employee in a step moves to the next step in the grade), the unintended result was that some employees with more years of Library experience are paid the same as employees with fewer years of service at the Library in the same employment class.

As a result of the study, 99 employees were identified as being affected. To be considered affected, the employee must:

- Be in the same employment class on January 1, 2023 as when the missed step increases occurred. For example, if an employee:
 - Has been a Librarian since 2000 and has transferred locations twice but has remained in the Librarian employment class, that person is eligible.
 - Was a PSA II in 2000 and was promoted to a Librarian in 2016, that person is not eligible since that person changed employment classes.
- Have been in a position for the entire calendar year of a missed step increase. For example, if an employee were hired in March 2013 and remained in the same employment class, that employee would not be eligible for the missed step increase in 2013 but would be eligible for missed step increases for 2014 and 2015.
- Not be in a position that is being recommended for changes under the previous compensation and classification study changes.

The 99 affected employees proposed for an equity adjustment to take them to the step they would have otherwise achieved are the following:

Employment Class (Positions)	Number of Affected Incumbents
Grade 2 (Shelver)	3
Grade 3 (Clerical Assistant)	2
Grade 5 (Administrative Assistant)	1
Grade 6 (Shipping & Receiving Assistant)	2
Grade 7 (PSA II)	35
Grade 8 (Payroll Assistant)	1
Grade 9 (Graphic Designer)	2

<i>Grade 11 (Librarian, Early Childhood Specialist, Technology Trainer)</i>	38
<i>Grade 13 (Maintenance Specialist, Supervisor II – Continuing Resources)</i>	2
<i>Grade 14 (HR Generalist – Benefits/Recruiting)</i>	1
<i>Grade 15 (Main Manager, Branch Manager)</i>	8
<i>Grade 17 (Technical Services Coordinator, Collection Development Coordinator, Youth Services Coordinator)</i>	3
<i>Grade 19 (Marketing Director)</i>	1

It was noted:

- *In recognition of the fact that the Board approved a two-step increase in 2019 (e.g., an employee in Grade 7/Step 2 was moved to Grade 7/Step 4) to address the 2015 missed step increase, the number of eligible increases was reduced by one (1). For example, if an employee, based on the person’s date in class, is eligible for five (5) missed step increases, that number was adjusted to four (4) since the employee had already received an additional increase in 2019.*
- *Employees who are already at the highest step of their grade are not eligible for an equity adjustment and will continue to receive increases in accordance with the Longevity Stipend Policy (3.9).*

Ms. Otto continued by explaining the recommended 2023 COLA and step increase actions.

1. *The first recommendation was to award a COLA increase applicable to all regular employees, to take effect in January 2023. This proposed increase is a percentage increase that takes into account the Library’s budget and the current economic climate. Last year, the Library proposed a 1% increase, but for 2023, the proposal is for a 2% increase to the entire salary schedule.*
2. *The second recommendation was to award a step increase of 1.5% to take effect in April 2023 for all eligible employees (i.e., those whose pay is reflected on the salary schedule, who have an acceptable annual performance evaluation score in accordance with the Performance Evaluations Policy [1.14], and who are not under the 26-week evaluation period of a Second-level Reprimand in accordance with the Disciplinary Procedures Policy [1.18]). The step increases would take effect in April 2023.*

It was noted that employees proposed for changes under the “Classification and Compensation Study Proposals Made to the Board” (i.e., due to being below market or due to missing previous step increases) are eligible for the proposed COLA increase but are not eligible for an additional 2023 step increase of 1.5% because the changes being proposed are already advancing their pay and step on the Salary Schedule.

Ms. Otto and Ms. Hickson-Stevenson presented a recommendation to approve a reclassification of the Accounting Assistant job description from Grade 7 to Grade 8.

Finally, Ms. Hickson-Stevenson reviewed her recommendation to move the Human Resources Director three steps higher on the salary schedule because the position is below-market according to the OA study results.

Michelle Scarpitti and Pam Hickson-Stevenson presented the recommended 2023 temporary budget. Ms. Scarpitti noted a typographical error in general fund account 1110-Salaries. The correct number is \$13,900,000. She will make the necessary corrections and provide new budget worksheets and a new appropriations document at the Board meeting.

Committee members reviewed the general fund estimated revenue and the proposed expenditure accounts for 2023.

Mr. Rochford moved, seconded by Mr. Rich, to recommend to the Board approval of a 2% salary schedule adjustment effective in the first pay of January 2023. The motion was adopted without dissent and this now comes as a recommendation to the Board.

The recommendation to approve a 2% salary schedule adjustment effective in the first pay of January 2023 was adopted without dissent.

22-116
2% SALARY
SCHEDULE
ADJUSTMENT

Mr. Weber moved, seconded by Ms. Neeley, to recommend to the Board approval of performance steps for eligible employees effective in the first pay of April 2023. The motion was adopted without dissent, and this now comes as a recommendation to the Board.

The recommendation to approve performance step increases for eligible employees effective in the first pay of April 2023 was adopted without dissent.

22-117
2023 STEP
INCREASES

Mr. Rich moved, seconded by Mr. Rochford, to recommend to the Board approval of all salary changes recommended as a result of the external compensation study, effective in the first pay of January 2023. The motion was adopted without dissent, and this now comes as a recommendation to the Board.

The recommendation to approve all salary changes recommended as a result of the external compensation study, effective in the first pay of January 2023, was adopted without dissent.

22-118
COMPENSATION
STUDY SALARY
CHANGES

Ms. Neeley moved, seconded by Mr. Rich, to recommend to the Board adoption of the 2023 temporary appropriations. The motion was adopted without dissent, and this now comes as a recommendation to the Board.

The recommendation to adopt the 2023 temporary appropriations was adopted without dissent.

22-119
2023 TEMPORARY
APPROPRIATIONS

At this time, Ms. Neeley assumed responsibility for chairing the meeting.

Ms. Hickson-Stevenson and Ms. Otto next reviewed the recommended revisions to the Attendance Policy (policy 2.5). Mr. Rich moved, seconded by Mr. Rochford, to recommend to the Board adoption of the amendments to the policy regarding

attendance. The motion was adopted without dissent, and this now comes as a recommendation to the Board.

The recommendation to adopt amendments to the Attendance Policy was adopted without dissent.

Ms. Hickson-Stevenson provided a brief report on the status of the McDowell Scholarship program. Interviews will be scheduled in January 2023.

Having reached the end of the agenda, Ms. Neeley adjourned the meeting at 5:10 pm.

Pam Hickson-Stevenson, Executive Director

Mr. Rochford stated he knew he spoke for the Finance and Personnel Committees in expressing his appreciation for the tremendous amount of work that went into the compensation recommendations, which was reflected in the very detailed report.

Mr. Rich requested clarification on the October report regarding revision of the Disability Accommodation Policy being delayed to the December meeting. Ms. Hickson-Stevenson stated that the recording could be reviewed and the error corrected. She agreed delaying action on the policy was appropriate, as there was a large amount of information for the December Board meeting related to the compensation and classification study and temporary appropriations for 2023. She stated that it would be covered at the next Personnel Committee Meeting.

Mr. Rich made a motion, seconded by Mr. Weber, to postpone to a future Personnel Committee meeting amendment of the Disability Accommodation Policy. The motion was adopted without dissent

Mr. Rochford then proposed moving the start time of the Board Meetings from 4:00pm to 4:30 pm.

Mr. Rich moved, seconded by Mr. Weber, that, henceforth, the meetings of the Board of Trustees, begin at 4:30 pm instead of 4:00 pm. The motion was adopted without dissent.

Ms. Hickson-Stevenson introduced Carla Davis and Tim Hite of the Library's Marketing & Communications Department who were prepared to present information on tools being used to reengage with customers and on data being collected from a platform that the Library began using about a year ago. In the fall, the Department launched a campaign to contact lapsed cardholders and to acquire new cardholders. Mr. Hite then explained that Orange Boy is the name of the company, and Savannah is the name of the cloud-based platform. Some of its features include proprietary customer segmentation, business intelligence reports, targeted email marketing, net promoter score (NPS), market watch, and GIS mapping capabilities. Over the last twelve months, the department sent more than 3 million marketing messages to current cardholders.

Mr. Hite explained that NPS is a common management tool used to gauge

22-120
ATTENDANCE
POLICY REVISION

MCDOWELL
SCHOLARSHIP
UPDATE

22-121
POSTPONEMENT OF
DISABILITY
ACCOMMODATION
POLICY REVISION

NEW BUSINESS

22-122
CHANGE IN BOARD
MEETING START
TIME TO 4:30 PM

ADMINISTRATIVE
TEAM

loyalty of cardholder relationships. A net promoter score of 20+ is favorable, 50+ is excellent, and 80+ is world class. High scores are related to excellent customer service and to clean and safe facilities. The Library's score is 94.1. For 150 libraries using Savannah, the average NPS was 86.1, and for libraries with a similar budget, the average was 85.5.

There was no request for public participation.

Ms. Hickson-Stevenson stated that the tour of the Akron History Center building was very good. Because only one trustee was available to attend, she will try to schedule another tour in early 2023. Mr. Rochford complimented Ms. Hickson-Stevenson for her work with David Lieberth and others to get an agreement regarding operations of the Center. He stated that Akron is the only larger city in Ohio without a history center or museum.

Ms. Hickson-Stevenson expressed her thanks for the support of the Board in supplying additional compensation to the employees.

Mr. Rochford wished everyone a happy holiday season.

With no further business, Mr. Rochford adjourned the meeting at 5:12 pm.

PUBLIC
PARTICIPATION

FOR THE GOOD OF
THE ORDER

ADJOURNMENT

President

Secretary