

Beverly Vann: The Board of Trustees meeting is being called to order and the time is 2:13pm. We do have a forum so hopefully everyone has had an opportunity to read the minutes. Alexis sent out the minutes, and if everyone has read the minutes, are they any corrections? If there are no corrections, I move that we accept the minutes.

Stephanie Cage: I, second.

Alexis Norman: As far as the employee recognition program, Tony is not here so we can skip to the financial report.

Cecilia Showers: Good afternoon, everybody. Everybody should have a PowerPoint. I am Cecilia Showers, the finance manager for the City of Memphis Public Libraries and thank you for giving me the opportunity to present this report to you. We haven't met, Ms. Beverly, in quite some time, as far as to give a financial report. So, I'm going to try and bring you up to date. If you go over to the second page, I'm kind of a history brat so I posted where we all started from. From Fredrick H. Cossitt, the history of the Memphis Public Libraries began at 236 Front Street, when Cossitt Library first open its doors in 1893. So that's been like over a hundred thirty-two years ago, so I thought that I'd put that in there for a little amusement.

Beverly Vann: That's great history! I didn't know that so thank you.

Cecilia Showers: Oh, I thought y'all knew that. Well, y'all learned something today. Okay, on the next page, the division of Library services, this is kind of like coming from our budget section, of it. Our organizational structure for the library, we have the administration, public services, and support services. Our mission statement, I hope that it still is, but it was because I don't hardly see it anymore. The City of Memphis Public Libraries mission is to satisfy the need to know by helping customers connect, learn, and grow. Did I get that right?

Chris Marzsalek: You got it right.

Cecilia Showers: Oh okay! I just wanted to check because y'all know I'm back in the back. They don't let me come out, only every now and then. Next is library personnel, authorized complement. The number of people we have is 285 and I think that's the last we had since the position control. We had 17 vacancies, but it changed to 19. I know it changes from time to time and since the way this budget is going, we don't ever know how that will come about so, we're still in the midst of doing budget wrap ups, so that is subject to change but that's where we're sitting at, at the closing out of his fiscal year.

Keenon McCloy: 278?

Cecilia Showers: No, 285.

Chris Marzsalek: Hey Cecilia, can I mention one thing

Cecilia Showers: Yes sir.

Chris Marzsalek: I was just going to mention that you see the fiscal year 25 says 296 and the reason that's a higher number is because we dropped in the next year because of Bartlett branch, which was part of our operation, when they went the other direction, those positions went away. Sorry Cecilia.

Cecilia Showers: Oh no, you know we're doing this as a team, so jump in whenever you feel, that will help everyone be brought up to speed. Alright, the budget CIP overview, Chris I'm going to actually let you take this one because this is your slide.

Chris Marzsalek: Alright, the budget priorities we have already presented. Keenon has already mentioned the Frayser Library just opened but we're getting ready to, which I'm sure you've already heard about Southwest Twin, which is something that's coming within the next few years. So, we've been working on that one. Parkway Village, in this year's CIP there's been \$500,000 that's been proposed to start that project and so we're continuing to focus on opening up new and innovative places. The second priority is offering safe and well maintained and innovative environments and a lot of that has to do with the reason we included this. It is because a big part of our budget, this year, is security services and janitorial services. These costs have skyrocketed and has really made us make adjustments in other parts of the budget. So, we want to make it clear that it's a high priority for us to have clean places for people to come into and safe places and places that people feel comfortable. The third one is outreach programs that Jamie Griffin oversees. That is a huge part of what we do, you know, getting outside the walls of the library and going out into the community. We have the connect crew programming team that goes out and does so much. This number has, over the past 5 years, the amount of outreach that we've been doing has really just skyrocketed and again Jamie deserves a lot of the credit for that as it is a huge priority for us.

Cecilia Showers: Alright, well we'll flip on over to the next page. We have the budget historical comparison as you can see we have our FY21 budget all the way up through out FY proposed 26 budget. As you look at the personnel materials and supplies, services charge and all you can see how that price has changed and has went up over the course of the year. So that's the comparison and you can have that for your data. Alright, if we go over to the next page, Key Budget Drivers, this is the same thing that Chris just said about the security and janitorial personnel. Chris did you want to step in on this one?

Chris Marzsalek: Yes, so the personnel cost is the challenge. The big challenge we have this year is part time, what we call temporary employees. They aren't temporary to us, I

mean they are part time positions that impact our service in so many different ways but we have a reduction in budget in that area and we're having to really watch their time. We're having to reduce our part time employees to 20 hours, many of them worked 28 hours, just to try and bring that cost down. We're asking them to only work 20 hours starting out the new year and then hopefully as we move through the year we can increase the amount of hours they can work but that's probably our biggest challenge.

Beverly: Do you know how many part-time employees you have?

Chris Marzsalek: Yeah, we have about... if I had this piece of paper that I have sitting on my desk right now I could tell you but it is right around 40 right now and if things continue the way that we're operating we'd be \$400,000 in the red. So again, that is going to be a really big challenge for us that we will be watching all year long. But, we didn't want to lay anybody off, we wanted to continue everyone working, just a lower number of hours.

Cecilia Showers: And also on our Facilities structure and repair and outside equipment, we have old buildings. You know, we have the new libraires that Chris mentioned but we also have the old ones and of course you know everything ages, breaks down and gets old a lot of stuff is obsolete like with the fire alarm monitoring system and old analog plug in ways has just gone so we have a lot of updates that we need to do. One of the things we had was the E-rate program, the FCC grant that's given out just for the internet connection and we also have the category 2 where they replace connections so we were able to get that this year and that was able to help us a lot to try to help us replace some of that old stuff when it comes to getting online and stuff like that. Alright, as we go over to the next page, these are the performance metrics that Chris was talking about. Chris, you want to take over on that one?

Chris Marzsalek: I'll be real short on this one. It is all self-explanatory. The one thing that I'll point out is, you see, everything is trending up and if you look at the numbers from 21 and 25 as with every area of society everything kind of shut down during covid and so we're still continuing to come back from that. The one area that is not trending up, if you'll notice, is Linc211 and the reason being is because when everybody else was sitting at home during covid, Linc 211 was in full operation, and they were meeting a lot of the needs in the community and so that's kind of the nature of Linc 211. When there are challenges in the community, their numbers increase and so even though they're showing as a decrease right now doesn't mean if something happens that that number will shoot back up again. But yeah, we're proud of our performance and where we stand.

Cecilia Showers: Okay, we can go over to the next page. You all can stop and ask questions at any time I was just pushing on through. Okay, what's next, the budding initiative, the

mobile computer lab is a van equipped with laptop computers, equipment and supplies that will offer targeted youth services throughout the community. Mr. Jamie, do you want to chime in on that since that's your focus.

Jamie Griffin: Sure, I mean you pretty much got it.

Cecilia Showers: Okay, Chris is there anything you'd like to bring out on this. Everything is pretty much how it is, I don't want to just read over it. This pretty much just tells you about the allocation and that no additional staffing is required since Libraries existing Connect Crew Program Outreach Team, Mr. Jamie, will operate the new service. Other than vehicle fuel/ maintenance cost, the initiative is budget neutral. It's going to be budget neutral. So it's not going to affect meaning it going to stay flat and I think that's all we are going to say on that one. The challenges and risks, Libraires continue to adjust to FY25 increased cost in contracted services and reduced funding in part time/ temporary salaries, that's what Chris just went over. And as a result, Libraries FY26 neutral budget will require minor adjustments to service and delivery. So we want to try and make sure we stay low because we are not getting any money so we are going to have to remain flat but still produce the same amount of services and not have a reduction in that. Any questions on that? Chris, do you want to add on to it?

Chris Marzsalek: No, I think you handled it perfectly.

Cecilia Showers: Okay, financial report revenue. This is for July 1, 2024 through May 31, 2025. This is all total. Library revenue is \$831,121 as of May 31st which is the year to date actual. And the year-to-date budget was \$769,742 and as you can see we have exceeded that and one of the adjustments was the library revenue where we have the miscellaneous grants and miscellaneous receipts. So, when United Way started paying out money, we started getting some of that grant money and we actually went over the amount we were going to get and that's what made that revenue increase. As you flip over to the next page..

Cami Fields: I have a question, what is local shared revenue?

Cecilia Showers: Local shared revenue is, Chip, you want to take over that? That's your area, East Shelby branch library. Sorry, I'm putting you on the spot.

Chip Holliday: No, that's fine. East Shelby library is actually funded by Shelby County government and so every year we make a contract, we're actually renewing that right now for \$631,000. That pays for staffing and other things.

Cecilia Showers: See we make a great team! Okay, the next is financial report expense and you can see this is going to be your personnel expense and you can see we are running at 96% and I won't even call out all those figures. We are running at 96% which means we are

trending on target because we are right at one more month before we close out this fiscal year. If you go over to the next page we're...

Cami Fields: I have one more question.

Cecilia Showers: Yes mam

Cami Fields: Are you able to hire or are you going to have to not back fill in means of the budget?

Chris Marzsalek: So right now, for the end of the fiscal year 25, all positions are frozen and that has been done across the city so we are also part of that. The next fiscal year starting in July, we will hold any vacancies and part time positions just to make up some of that difference. With full-time positions we're hoping we'll be past the freeze but that's a decision we'll hear from the city. We're really hoping we can hire full time positions.

Cecilia Showers: Okay, if anyone else has questions just jump in and stop me, feel free. Okay, on to the next page, the materials and supplies expense, we're at 74% on that one and we'll probably increase and fill that on out and this is because we have had to cut back in those areas when they had us doing the forecast back in January and we had to shift a lot of that back over to the security side and we had to move stuff around, part time salaries and everything and try to make all that cost up and now we are trying to shift it again to make sure that we stay above and don't go in the red on this year's budget when closing it out. So far unless something happens drastically, I think we're going to pull it off where we won't have to be in the red and where we might be able to stock up the branches.

Keenon McCloy: I just want to say we also do have a number of armed guards now and that has been quite helpful. I think Officer Geoffrey Redd is an example and it was kind of controversial sometime ago but obviously that was the place where the police office, Geoffrey Redd, was murdered. We just wanted to ensure that we have safety for the places that are most likely to be targeted. Also, to the point of janitorial services. Janitorial has been terrible up until we got a new contractor. Service Master is our new contractor. Everything smells good, looks good, is clean. I mean it really does change people's perspective, because you know you feel like you're being taken advantage of when having to deal with that and so those two things, security and janitorial have been a gift to us and we were able to make it within a flat budget like Cecilia said. So, we're basically paying the same amount, maybe a little more, but it's paying for itself. People now feel like they are actually being treated properly, because so many people have not been able to do that. So I think that, those are our two top things that were concerns from the community for every library and so it seems like everything has pretty much come together.

Beverly Vann: Is there any particular location where you have the armed guards or is that every location?

Chris Marzsalek: So, we have security at all locations. We cannot afford to have armed guards at all our locations, maybe down the road we will get there. We do have just a few locations where we have the armed guards. The armed guard cost is a lot higher obviously. We do have them here (Central) and with the armed guards here, part of the contract would be if there is an issue somewhere else in the library system, that they would respond to those locations as well. We've got, I'm trying to remember the other locations, we have three, maybe Cossitt. I can't remember which one's exactly, but we do have them scattered out in different areas of the city.

Cecilia Showers: Okay, if you notice on this sheet, Security is at 2.2. So, you can see security, janitorial services, and then of course library books, and then come down to the utilities. So, those are the major things, as well as our materials and supplies expense. Any more questions?

Stephanie Cage: I have a question. Is there any partnership with MPD being that all of this is related to the city.

Chris Marzsalek: Yes mam. Anytime we have an incident, a serious incident we involve MPD, and they usually respond pretty well. We try our best to build our relationship out of the branches with the local precincts. We had some situations where we put the SkyCop cameras in different areas for more support and we've asked, at times, for additional drive-bys at certain times of the day and they are so busy that, sometimes we get a good response and sometimes we don't. It really just depends on what's going on. But we do have our Security Coordinator, Eddie Dowdy, who's part of our team who has worked for the Sherriff's office before joining our team. So, he has a lot of relationships in different areas of the city. So, I feel like we do pretty well with trying to connect.

Cecilia Showers: And Chris, just to add to that, the police division are facing the same constraints as we are with this budget with talking about how much overtime like 32 million dollars that they are paying in overtime so they are looking for ways to cut back and utilize somebody else rather than putting their own out there so they can try to cut their budget so it is kind of tight all across the city and across all divisions. We have been in budget about a month in a half so you know we get a chance to hear all challenges all the divisions are facing. Like with libraries, they just pull us in and we might be a small percentage but they are trying to pull every penny they can get. So, whatever happens with police and fire affects us as well.

Stephanie Cage: Thank you

Cecilia Showers: You're welcome. Then we will go to the next page, which is the final page. We have the transfer out, which is the retirement. It is the part that the city transfers over to the pension board for the library pension plan, so that comes in, in July. When the beginning of the year, we get that placed in the library's account. Then we have the service charges which is just the credit card fees. You see where we are and more than likely we are not going to make it to the 12,500 because it all depends on how many times people come in and swipe those cards. So, if that is it or if there are any more questions.

Cami Fields: This is probably a silly question, are you trying to spend the money you have or are you trying to come in under it?

Cecilia Showers: Here's the deal, it's kind of like you're at home. You're trying to hold your budget together because you don't know what's going to happen and when you get that last mile of the way where you can see an opening, then they'll say if you don't use this money, then they'll take this money. So, if we don't use it, they will take it. So, what's going on now is, so that 74%, we have juggled it all around, and now we will go in on our materials and supplies and have a discussion on what we need from that operating funds and we will go in and get it and pack it up. So, I look at 3 weeks, that's my safe space. So, if anything else happen now, if it's something that bad, I can float over to the next fiscal year and then have 12 months to jiggle between to get there. So, right now, they have been on us, pulling month from every which way, we have went back and forth with the forecast and now that we are down to the end and we can see what our final is and what our budget statement looks like and that's when I can go into areas and ask director and deputy director where we want to spend this money. That way we can be set for the fiscal year 26. When we get to July 1st, were starting all over again and we'll be shut down again pretty much because we have 12 months to go.

Chris Marzsalek: We pretty much have to play good cop and bad cop.

Cecilia Showers: And you know who the bad cop is.

Beverly Vann: Well Cecilia, thank you for putting together this report, you've done a wonderful job.

Alexis Norman: Director report is up next; do you have any updates?

Keenon McCloy: I think the main update, Cecilia already shared it and everyone else has already covered it. Well, I have worked for the city for over 30 years and this is the most challenging year ever, I mean for me. It's going to continue like that and there are a lot of possibilities that are positive and then sometimes we are concerned about what we actually need the most. I think that we have a little time. Chris has been amazing. He has

done a miraculous job at ensuring that we get everything we possibly can. He is very creative. It is definitely tough, but Chris makes it look pretty good.

Chris Marzsalek: It's a team effort.

Keenon McCloy: Yes, but I just have to celebrate him just because he always knows who just left the building and who's coming into the building and whatever the context may be. I have to hand it to Chris, because we've lost another a number of positions to the executive positions, not to get into that too much, but like anybody who is in the mayor's area, they are going to, and they have taken quite a number of our positions. This happens with every new administration, but this has just been the toughest that I've ever witnessed personally. But it will turn around, I have confidence in our Mayor. I think he's really doing a great job and it's going to be tough until it's not. I think within the next year or two, we'll see more positivity, but I do think that the administration, as it is right now, is totally optimistic and strategic. I think we are in a s good as spot as we can be right now considering what the circumstances are.

Beverly Vann: Well, thank you Keenon and Chris, I want to thank your whole team. I know this has been a pretty challenging time with finances and financially across the country. For the library, you all do so much. We want to be optimistic that it's going to get better so we have to keep that positive energy.

Keenon McCloy: That's Jamie's job. He's the bright and shiny, and always positive person. We will definitely turn the corner, we're not over but I think that our staff has been phenomenal and not one person has whined or complained, which is miraculous. You know, it's just change. We have some really good times coming in the next year or two.

Lonnie Robinson: Yes, you were telling the truth about the maintenance. The restrooms are really clean.

Keenon McCloy: SEE! It actually makes a difference. All of these small things have added up to big things. Our two things that people complained about the most at the central library besides elevators and escalators, which are on the way but it's going to take some time, but people feel disrespected if things are filthy. People actually give us comments about it now because it shows that someone actually cares about them. It's not only about the staff, it's about the customers. I think that we are going in the right direction. We're continuing to get more granular and see what it is, if there is anything that we can modify and provide in terms of service. So, I think that we are on the rise.

Beverly Vann: I'd like to say on behalf of the Board of Trustees if there is ever anything that you all need or would like for us to do in terms of support, please let us know. Feel free to reach out and let us know what we can do. Okay, well move on to Strategic plan.

Jamie Griffin: I want you all to think back to 2019. Think about how that has changed from now. Like take me for example, I used to have an afro in 2019. But the point that I'm making is that things change. And it's good to have a strategic plan to prepare us for those changes, and to understand what they are, and also to adjust according to the needs of our community. So, when we're thinking about putting together a 5-year plan, we certainly wanted to hear from our community and we wanted to hear from our staff, in terms of what are some of those changes, and what do they want from the public library. One of the things we've done is, we put on our website, just recently, actually at the beginning of the month, is for our customers to tell us, a survey for them to just to tell us, one basic question. What would you like to see from your public library or how could the library best serve you? So we're hoping to hear back from them because when you think about it, when we start talking about stakeholders, and things of that nature, the people who utilize the library are the biggest stakeholders. Not necessarily someone that's a partner, though they are always welcomed but the people who needs we satisfy are our biggest stakeholders. But, who is a mouthpiece to those stakeholders are our staff, so what we're going to do is, we put together a list of questions that kind of will help people get to thinking about what we'd like to do for the next 5 years to direct us in terms of our service. So that survey will go out to the staff in July. They'll have a month to respond to it, there's open ended questions as well in case some of the things that we, the questions that we pose doesn't capture everything, so we want to be able to make that available for staff to do as well. So, we're hoping to, once we get the input from the community, or from the public at large, also the input from the staff and then we will look and see if there's some commonalities or if there's some new things that we haven't addressed in the past and where we're going in the future. Then we'll put together a plan based on that. We've identified 10 steps that we want to do. Some of them we've already done and put the questions together, we haven't distributed them to the staff yet, but we want to make sure their engagement is as high as possible, so we are going out to different meetings to talk to staff about the importance of this because this is just as important to them as it is to the community. So, once we do that, we will formulate those, look at the trends and hopefully then put together a plan, put together objectives based on those strategies because obviously you got to have a plan to how we're going to reach those goals or those strategies. Once we do that, we'll present that to Chris and Keenon and hopefully they will present them to you. You will say "Hey, this is awesome!" or you'll say that we need a couple modifications, or this is something you many have not thought about or make some recommendations and we'll adjust as necessary, give it back and hopefully we'll have an awesome plan that will be made for the public. One of the things we want to do definitely this year that we didn't do in 2019, well we actually did it but we did too much, is we want to make this a little bit more easier for the public to digest in terms of the number of strategies and also the objectives for that. Alright,

I already know the first question, “When do you hope to have this done?” That’s a great question. We don’t want to put a date on it at this particular time because we want to get all the input in first but I’m definitely hoping by August we really make some serious strides. Alright, any questions? And I should have said at the beginning, and I need to apologize because I am a part of the PRIDE parade committee team that we have tomorrow representing the library and I need to get out there and help put things together so I’ll have to be leaving shortly but I definitely want to answer your questions before I go, so are there any questions?

Cami Fields: There are some different thoughts that I had that I sent, I don’t know if that was helpful, or did it make it to be more work?

Jamie Griffin: It was. It was very helpful.

Cami Fields: If there’s anything I can help with, I really am happy to do it. That is my role at FedEx. That is to write strategic narratives for our global strategies, so I have experience in that and I’m happy to help. So, once you start getting some of those ideas together and start getting feedback, formulating them and figuring out your action steps and your vision of who you want to be, and then with the steps that will take you there and how are we going to know that what you did was successful. So, thinking about it through those 3 lenses, I can definitely help with that.

Jamie Griffin: And let me say this, Alexis and Jordan Howard, our grant writer, has been a huge part of this as well. I have just been the person that’s speaking on it. But yes, we definitely read your comments, they were very helpful. That’s what got us to making sure that we had a method to reach out to the public. Because we were mainly focusing on staff but once you made that suggestion, that we could hear from them directly. Another means of getting information back, and this is just a coincidence, actually, because we’ve already started to do surveys is using obsidian public relations and so what we’ve been talking about doing, for the past year, is trying to find exactly what we can do to attract more men and therefore boys into the library, because there’s a huge difference in the number of women/girls that attend or come to our programs and take advantage of our services so that’s going to be helpful in terms of putting that together as well.

Cami Fields: That sounds so great!

Beverly Vann: I am not sure if we have anyone here for the Friend’s update.

Chip Holliday: I can speak on that. The biggest thing from the Friends is they had the spring Booksale in April which they got \$33,610 this year which is up \$2000 more than last spring’s Booksale. Which last year’s Booksale was one of the highest/ biggest sales they’ve ever had so they continue to trend upwards in book sales, the next Booksale will be this fall October

23rd-26th. So we're starting to gear up for that pretty soon and then spring 26 will be April 23rd and fall 26 will be October 22nd-25th. So that's the biggest thing with the Friends, the book sales and I was going to mention the foundation as well. The big news with the foundation is they have received further grant funding from the state of Tennessee for the innovator and residence program. We've had one, Ena Esco, down at Cossitt doing the podcast network for a year or 2 years. They got funding for 6 additional innovators and residence. Four of which are at Cossitt primarily focus on music, content creation, and digital media and the 2 at Raleigh, one focused on cooking and the other focused on film production and as a side note, the film production innovator/resident is actually Jessica Channey, who used to be the Cloud 901 manager. So, we're really excited to have her back working in the library. Christine, from the Foundation, just announced the other day that they have a little bit more funding so they will work on finding another innovator/resident to be placed at the Orange Mound Library. So, some really cool things are going to come out of these programs. I know they'll be exciting to see how they take off. So next time you're at Cossitt or Raleigh make sure to check in with those programs because they offer some really cool stuff. Also, I'd like to mention, Sunday the foundation and myself are traveling to San Diego to a conference about Library fundraising. We'll be presenting about the model of the foundation that MPL uses to fund library programs and other needs, so I'm really excited about that. The Foundations funding is so successful that we spent every dollar that they allocated for us that they had for us last year which was about \$804,000. We spent all that and the next funding round the Foundation already has over \$60,000 in requests. It's been so successful that instead of doing it once a quarter now they are going to be funding projects every other month. That on top of the \$409,000 Friends budgeted for us this year in also for programs and outreach so that's in addition to Cecilia's budget. The vast majority of our programs are actually funded by the Friends and Foundation.

Chris Marzsalek: Pretty much all of it.

Chip Holliday: Yes, like 99%. The foundation's fiscal year is like the city's. It's starts again here in July also they have not yet finalized their budget, but I'd expect it to be similar to what it was this past year. So, that's the friends and the foundation.

Beverly Vann: Any new Business or Announcements? If there's not any new business or announcements then we will adjourn.

