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June 11, 2019

Hello everyone! I hope your summers are getting off to a good start.

We have our monthly meeting coming up on Thursday, June 20, 2019, at 3:30 in the afternoon. We will be meeting at the Tazewell Library this month. Chris, our Adult Services Librarian, will attend to report on everything going on in Tazewell.

I am still working with Melinda from CVP on our new logo. I will bring the latest mockup I have to our meeting. I also wanted to discuss adding several sections to our personnel policy. Eric and Chase both suggested adding a probationary period for new employees. Additionally, I would like to have a clearer policy on comp time (how much can someone accrue, how long they have to take it, etc.). I'm working on drafts of those policies that I will bring to the meeting next week.

Regina would like everyone to fill out the board self-evaluation in your packets, and bring it to the meeting so we can discuss. Also, for those of you who have yet to do so, don't forget to prepare a brief bio that we can include on the website!

I look forward to seeing everyone next week!

Sincerely,

A handwritten signature in black ink that reads "Erica Hall". The signature is written in a cursive, flowing style.

Erica Hall
Director
Tazewell County Public Library

**TAZEWELL COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES
MONTHLY MEETING
JUNE 20, 2019 – 3:30 P.M. (THURSDAY)
129 MAIN STREET
TAZEWELL, VIRGINIA 24651
AGENDA**

- I. Roll Call of Members**
- II. Consideration of approving the agenda format-additions/deletions**
- III. Approval of Minutes**
- IV. Report of the Director**
 - i. Upcoming Programming
 - ii. Personnel changes
 - iii. Foundation Meeting
 - iv. Friends of the Library
 - v. Tazewell County Fair
 - vi. Richlands School Bus
- V. Financial Report**

As of May 31, 2019, the library spent \$924,235.72, 88.51% of the budget.
As of May 31, 2019, the library collected \$20,499.45 in fines/fees.
- VI. Tazewell Branch Report**
- VII. Committee Reports**
 - i. Planning Committee
- VIII. Executive/Closed Session – Pursuant to Virginia Code, Section 2.2-3711**
 - i. Contract regarding IT Services
 - ii. Contract regarding lighting in Tazewell
- IX. Return, Certification, Report of Action**
- X. Unfinished Business**
 - i. New logo
- XI. New Business**
 - i. Personnel policy: Adding probationary period
 - ii. Personnel policy: Comp time policy
 - iii. Board Self-Evaluation
- XII. Public Comment**
- XIII. Adjournment**

Next meeting will be July 11, 2019 at 3:30 p.m. in Tazewell

Meeting minutes of the Tazewell County Public Library Board of Trustees held at the Richlands Library, 102 Suffolk Ave., Richlands, Va., May 16, 2019 at 3:30 p.m.

Present: Regina Roberts, chair
Connie Bailey, trustee
Diana Queen, trustee
Tom Brewster, trustee
Erica Hall, TCPL Director
Jami McDonald, Richlands Branch Manager
Betty Pruett, TCPL Administrative Assistant

Absent: Karel Ryan, vice chair

No members of the public were present.

1. **CALL TO ORDER:** Chair Roberts called the meeting to order at 3:35 p.m.
2. **CONSIDERATION OF APPROVING THE AGENDA FORMAT-
ADDITIONS/DELETIONS**

3. APPROVAL OF MINUTES

When the minutes from the April 18, 2019, meeting were reviewed, Chair Roberts pointed out that the Executive Session was not certified and suggested that be done now. Trustee Bailey made a motion to now certify the executive session of the meeting on April 18, 2019, that wasn't done. Trustee Queen seconded the motion with all present in favor and none against. Chair Roberts proceeded with the Certification as follows:

CERTIFICATION OF EXECUTIVE SESSION of the Tazewell County Public Library Board of Trustees:

Whereas, the Tazewell County Public Library Board of Trustees voted to convene an execution session on April 18, 2019, in accordance with the Virginia Freedom of Information Act; and

WHEREAS, 2.2-3711 of the Code of Virginia requires certification by the Board of Trustees that such executive session was conducted in conformity with Virginia law;

NOW, THEREFORE, BE IT RESOLVED, that the Tazewell County Public Library Board of Trustees hereby certifies that, to the best of each member's knowledge, (i) that only public business matters lawfully exempted from open meeting requirements by

Virginia law were discussed in the executive session to which certification resolution applies; and (ii) only such public business matters as were identified in the motion convening the executive session were heard, discussed or considered by the Board of Trustees.

The Chair called for a roll call Vote on the Certification:

Ayes: Trustee Bailey, Trustee Queen, Chair Roberts

Nays: None

Upon Motion by Trustee Bailey, seconded by Trustee Queen, and adopted by a vote of 5 to 0, with all trustees present and voting in favor thereof and no one against the same, the Tazewell County Public Library Board of Trustees hereby accepts the addition to the minutes of the April 18, 2019 meeting that reads: "The Trustees realized they failed, when coming out of Executive Session, to certify that said trustees had only discussed the matters for which they had gone into executive session. To complete that certification, a vote in the May 16, 2019, meeting was taken that certified that only business matters lawfully exempted from Virginia open meeting requirements were discussed in the executive session."

4. DIRECTOR'S REPORT

Upcoming Programming: Many programs are on the calendar for May. These include Comic Con on May 18th, Sit 'n Stitch at Emma Yates Memorial Library on May 20th, TCPL Foundation meeting on May 21st, Little Free Library unveiling on May 22nd, Trustee training with Kim Armentrout on May 22nd, and Adult Sensory Storytime on May 30th.

Changes to Staff: Jade Crabtree is moving to Circulation Supervisor from Tech Services Assistant, Tammy Powers to Outreach Services Librarian from Circulation Supervisor, and Cassie Ogle to Technical Services Librarian from Children's Specialist at the Bluefield Branch. Jade Crabtree and Tammy Powers will be moving into their new positions effective May 1, 2019. Cassie Ogle will move to her new position effective June 1, 2019

Advertising for the Outreach Services Librarian and Technical Services Librarian Positions: After a discussion with Arlene Matney at the County Administration, Director Hall was advised to advertise internally for the Outreach Services Librarian position. After advertising two weeks, Tammy Powers was the only employee who expressed interest in this position and was subsequently moved to Outreach Services Librarian. The Technical Services Librarian position was posted on the Library's Facebook page as well as the website. This was also posted on the Library of Virginia's employment opportunities page.

Library Vehicle: We now have a van for the library to use. It was previously used by the Economic Development Manager and is no longer need by them. County Administrator Eric Young presented the keys to Director Hall.

Little Free Library: Main Street School is building a Little Free Library to donate to the Library. Installation will be on May 20 and May 21, 2019, with a dedication at 9:00 a.m. on Wednesday, May 22, 2019.

New Firewalls: The Library had to purchase new firewalls for our internet services at all three locations.

Beth Quesinberry's Memorial Book: *Album of Horses* by Marguerite Henry was purchased in memory of Beth Quesinberry. A bookplate which will read "In Memory of Beth Quesinberry" will be placed inside the front cover of the book.

July Vacation: Ms. Hall will be going on vacation from July 18, 2019, through August 3, 2019. She will return to work on August 5, 2019.

Foundation: The Foundation should be soliciting funds. Mr. Brewster suggested that the Foundation have a "Giving Day" to encourage people to donate. This could be advertised on Facebook.

Virginia Law Library: Eric Young is working on getting funds of \$500 a month for rental space for the law computer. The Bar Association must approve the space rental.

5. FINANCIAL REPORT

As of April 30, 2019, the library spent \$824,105.41, 79.02% of the budget. As of April 30, 2019, the library collected \$19,065.16 in fines/fees.

6. RICHLANDS BRANCH REPORT

Jami McDonald, Richlands Branch Manager, reported on some of the programs that will be happening at the Richlands Branch this summer. Some of the programs, such as Lego Club and Storytime, are weekly programs. Others, such as Starlab, the Animal Show, and the Magic Show, are part of the Summer Reading Program. There will also be a series of "How To" programs in June, including Homemade Scrunchies, Homemade Seed Bombs, and Pound Exercise Class. Chair Roberts asked about volunteers for this programs. Our volunteers include students and Friends of the Library. When asked about after school programs, Ms. McDonald informed us that Amanda Miller, the youth services specialist, is working on them. The biggest obstacle to after school programs is the problem of getting school buses to stop at the library. Trustee Bailey suggested a survey of patrons to see what programs they would be interested in.

7. COMMITTEE REPORTS

Strategic Planning Committee: Trustee Queen and Trustee Bailey have nothing new to report.

7. UNFINISHED BUSINESS

Library Trustee Training: On Wednesday, May 22, 2019, Ms. Hall is scheduled for Trustee Training with Kim Armentrout from 10:30 to 2:00.

Photos and Brief Bios for the Website: Each Trustee needs to submit a photo and a short biography for the website. Once Ms. Hall receives these, she will update the website.

8. NEW BUSINESS

New Logo: Ms. Hall presented examples that are being considered for the new logo for the Library. Clinch Valley Printing is working with us on this. The colors are light green, blue, and yellow to match the Tourism colors. It was suggested that we need an example on letterhead and an envelope.

9. PUBLIC COMMENT

No members of the public were present.

10. ADJOURNMENT

There being no further business, upon a motion made by Trustee Queen and seconded by Trustee Bailey, the Board voted unanimously to adjourn the meeting at 5:17 p.m.

The next meeting is scheduled for June 20, 2019, at 3:30 p.m. in Tazewell.

Respectfully submitted,

Betty Pruett, Administrative Assistant

**Tazewell County Public Library Board of Trustees
Regular Meeting
May 16, 2109
Richlands Library
Richlands, Va.
3:30 p.m.**

MEETING MATERIALS AND SUPPORTING DOCUMENTS

1. **Agenda**
2. **DRAFT Minutes of April 8, 2019**
3. **Director's Report**
4. **Richlands Summer 2019 Report**

DRAFT

**TAZEWELL COUNTY PUBLIC LIBRARY
PROGRESS REPORT**

Department: Administrative
Submitted by: Betty Pruett

Month May Year: 2019
Date: June 10, 2019

FINANCIAL:

Financial reports as of 5/31/2019 are attached.

The following monetary donations/refunds were reported during May, 2019.

BRANCH	FROM	AMOUNT	DESCRIPTION
T	Hurst-Scott Funeral Home of Tazewell, Inc.	\$ 0 50.00	7301-3099
T	Flynn, Polly Joan	\$ 0 50.00	7301-3099
T	White, Robert A.	\$ 100.00	7301-3099
T	Coronado IV LLC	\$ 300.00	7301-3099
R	Richlands Funeral Co., Inc.	\$ 100.00	7301-3099

PERSONNEL:

We advertised for the position of Technical Services Librarian. After receiving several applications (which none had the qualifications needed), we interviewed Cassie Ogle. Cassie Ogle is currently the Children's Specialist in Bluefield and offered the position to her. Cassie will start June 1st in Tazewell as the Technical Services Librarian. The position of Children's Specialist in Bluefield will be advertised. On May 23, 2019, Howard Farley, the custodian in Bluefield, resigned effective June 6th. We will also advertise and accept applications for the custodian position.

MAINTENANCE/FACILITIES:

We had no maintenance issues during May.

STAFF DEVELOPMENT:

On May 22, 2019, Erica Hall had Trustee Training with Kim Armentrout.

Tazewell County Public Library
Registered Patrons
May 31, 2019

Category	Tazewell		Bluefield		Richlands		System	
	2019	2018	2019	2018	2019	2018	2019	2018
Adult	3,587	3,400	3,087	2,929	3,352	3,228	10,026	9,557
Juvenile	1,279	1,286	1,166	1,114	1,209	1,278	3,654	3,678
Total	4,866	4,686	4,253	4,043	4,561	4,506	13,680	13,235

New Registrations May, 2019

	Tazewell		Bluefield		Richlands		System	
	2019	2018	2019	2018	2019	2018	2019	2018
Adult	21	19	7	20	15	21	43	60
Juvenile	5	4	3	6	6	8	14	18
Total	26	23	10	26	21	29	57	78

Tazewell County Public Library
Circulation
May, 2019

Category	Tazewell			Bluefield			Richlands			System	
	2019	2018	Change	2019	2018	Change	2019	2018	Change	2019	2018
Print											
Adult											
Fiction	945	1,133	-17%	749	718	4%	719	790	-9%	2,413	2,641
Paperback	143	150	-5%	94	110	-15%	124	105	18%	361	365
Nonfiction	365	349	5%	132	191	-31%	96	120	-20%	593	660
Periodicals	80	40	100%	3	11	-73%	21	24	-13%	104	75
Young Adult											
Fiction	156	111	41%	67	79	-15%	85	96	-11%	308	286
Nonfiction	0	3	-100%	0	3	-100%	3	2	50%	3	8
Juvenile											
Fiction	1,335	1,316	1%	779	839	-7%	275	353	-22%	2,389	2,508
Nonfiction	372	306	22%	93	84	11%	42	98	-57%	507	488
Periodicals	4	5	-20%	0	0	0%	0	0	0%	4	5
Nonprint											
DVD	536	695	-23%	407	412	-1%	415	559	-26%	1,358	1,666
Audio	71	111	-36%	112	77	45%	64	87	-26%	247	275
SOL Kit	2	9	-78%	3	0	0%	0	0	0%	5	9
eCollections											
RBDigital ebooks/audio										5	4
Libby										881	599
RBDigital Magazines										105	68
Total	4,009	4,228	-5%	2,439	2,524	-3%	1,844	2,234	-17%	9,283	9,657

Change

-9%
-1%
-10%
39%
8%
-63%
-5%
4%
-20%
-18%
-10%
-44%
0%
47%
54%
-4%

TAZEWELL COUNTY PUBLIC LIBRARY

PEOPLE COUNTS
2018-2019 FISCAL YEAR

	TAZEWELL	BLUEFIELD	RICHLANDS	TOTALS
July 2018	6737	6814	5842	19393
August 2018	5938	5957	6433	18328
September 2018	6516	5158	5308	16982
October 2018	8084	6646	6735	21465
November 2018	5307	4774	5075	15156
December 2018	4844	4072	5112	14028
January 2019	6222	5046	5301	16569
February 2019	6649	6027	5542	18218
March 2019	7211	6197	4294	17702
April 2019	7085	7298	5048	19431
May 2019	7890	6841	6201	20932
June 2019				0
Totals				198204
ACTUAL				99102

(Divided by 2)

Total must be divided by 2 to reflect the true number of people going in and then also going out

Electronic Database Usage
2018-2019

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Ancestry Library Edition													
Searches	523	776	432	441	297	243	351	571	461	536	724		5355
Retrievals	1247	1095	601	1216	576	321	685	652	972	886	1032		9263
Britannica Online													
Sessions	0	0	0	14	0	0	12	2	1	2	1		32
Searches (Queries)	0	0	0	60	0	1	59	4	0	2	0		126
Retrievals (Document)	1	2	3	34	11	12	19	15	49	6	1		153
Career Transitions													
Sessions									2	1	2		
Searches									3	3	1		
Retrievals									5	3	4		
Credo Literati Public													
Sessions	7	27											34
Searches	0	17											17
Retrievals	0	13											13
Fold3 Library Edition													
Searches	3	0	10	11	0	0	2	21	0	0			47
Retrievals	2	4	0	4	0	1	0	62	0	0			73
Gale (Find It Virginia)													
Sessions	4	5	7										16
Searches	12	6	22										40
Retrievals	14	16	6										36
Heritage Quest													
Searches	854	481	742	4	353	550	382	49	254	294	74		4037
Retrievals	647	420	399	5	212	321	202	29	243	158	35		2871
Issues & Controversies													
Sessions	2	4	0	1	3	2	20						32
Searches	4	0	0	0	2	0	0						6
Retrievals	10	6	0	5	8	8	4						41
Universal Class													
Sessions				134	79	57	87	31	36	40	480		944
Retrievals (Lessons Viewed)				43	27	37	22	15	39	55	699		937
Legal Forms													
Retrievals								0	2	0	11		
Kidspintobias													
Sessions										1	0		
Searches										1	0		
total sessions													
	13	36	7	149	82	59	119	33	38	43	483		1058
total searches													
	1396	1280	1206	516	652	794	813	624	715	832	798		9628
total retrievals													
	1921	1556	1009	1307	834	700	974	711	1303	1105	1767		13187

Reference Department 2018-2019

	May-19						
	Tazewell	Bluefield	Richlands	May-19	May-18	% Change	
Public Computer Sessions	454	226	200	880	1192	-26.2%	
Website Hits				3446	5821	-40.8%	
Facebook							
Users				3382	1015	233.2%	
Likes				58	27	114.8%	
Posts/Comments				59	40	47.5%	
Daily engaged users				4822	1370	252.0%	
Visits				258714	80582	221.1%	
Database Usage							
Sessions				483	32	1409.4%	
Searches				798	1629	-51.0%	
Retrievals				1767	1854	-4.7%	
ILL							
Requested by TCPL	12	7	1	20	32	-37.5%	
Lent to TCPL	11	5	0	16	29	-44.8%	
Requested of TCPL				0	47	-100.0%	
Lent by TCPL				0	25	-100.0%	
Reference Questions							
Phone	157	163	108	428	466	-8.2%	
Email	4	0	0	4	4	0.0%	
In-Person	237	148	239	624	550	13.5%	
Mail	0	0	0	0	0	0.0%	
Book-a-Librarian	3	0	0	3	3	0.0%	
Virginia Room							
Books Reshelved	94			94	83	13.3%	
Guestbook Signitures	0			0	3	-100.0%	
Adult Programming							
Computer (Participants)	0	0	0	0	7	-100.0%	
Book Group (Participants)	8	0	6	14	12	16.7%	
Author Events (Participants)	0	0	0	0	0	0.0%	
Outreach Events (Participants)	135	0	0	135	161	-16.1%	
Other (Participants)	242	0	0	242	20	1110.0%	
Computer Class	0	0	0	0	5	-100.0%	
Book Group	3	0	1	4	3	33.3%	
Author Events	0	0	0	0	0	0.0%	
Outreach Events	5	0	0	5	5	0.0%	
Other Events	6	0	0	6	4	50.0%	
Proctored Test	9	26	1	36	29	24.1%	
Newspaper							
Total Subscribers				559	397	40.8%	
New Subscribers				16	17	-5.9%	
How Many People Opened Newsletter				125	157	-20.4%	
How Many People Click on Links				30	10	200.0%	
Wifi Usage							

Reference Questions 2018-2019

May-19

	Bluefield	Richlands	Tazewell Circulation	Tazewell Reference	System
Directional					
Phone	64	63	93	0	220
In-Person	62	55	93	4	214
Reference					
Phone	22	81	58	2	163
Email/Facebook/Website				3	3
In-Person	65	48	85	1	199
Instructional					
Phone	22	19	2	0	43
In-Person	75	31	10	30	146
Job Assistance					
In-Person	37	14	6	1	58
Genealogy					
Phone				2	2
Email/Facebook/Website				1	1
In-Person				7	7
					0
Total	347	311	347	51	1056

Reference Questions	Bluefield	Richlands	Tazewell	System Total
Phone	108	163	157	428
Email/Facebook/Website			4	4
In-Person	239	148	237	624

Collection Development
Materials Added
2018-2019

	Tazewell	Richlands	Bluefield	Total	CumTotal
Books					
Jul	128	97	101	326	326
Aug	229	154	182	544	870
Sep	84	82	77	223	1093
Oct	153	140	117	410	1503
Nov	232	153	142	527	2030
Dec	119	68	132	319	2349
Jan	143	101	95	340	2689
Feb	107	78	87	272	2961
Mar	76	59	82	219	3180
Apr	151	89	138	358	3538
May	83	80	108	251	3789
Jun				0	3789
Total	1506	1041	1242	3789	

				Total	CumTotal
Audio					
Jul	5	2	2	9	9
Aug	4	4	4	12	21
Sep	3	3	3	9	30
Oct	8	7	8	19	49
Nov	5	4	4	13	62
Dec	19	19	21	59	121
Jan	0	0	0	0	121
Feb	11	11	11	33	154
Mar	3	2	3	8	162
Apr	4	5	3	12	174
May	0	0	0	0	174
Jun				0	174
Total	80	57	57	174	

				Total	CumTotal
DVD					
Jul	7	8	4	19	19
Aug	12	9	7	28	47
Sep	8	8	4	18	65
Oct	10	9	11	20	85
Nov	32	39	7	78	163
Dec	0	0	0	0	163
Jan	4	8	4	14	177
Feb	7	8	8	19	196
Mar	8	10	8	26	222
Apr	3	2	4	9	231
May	8	8	8	24	255
Jun				0	255
Total	97	105	53	255	

	e-Books	e-Audiobooks	Total	CumTotal
e-Resources				
Jul	9	21	30	30
Aug	125	71	196	226
Sep	0	0	0	226
Oct	62	19	81	307
Nov	10	52	62	369
Dec	17	15	32	401
Jan	24	8	32	433
Feb	18	27	43	476
Mar	16	16	32	508
Apr	29	40	69	577
May	51	23	74	651
Jun			0	651
Total	359	292	651	

		Total	CumTotal
Withdrawals			
Jul	1732	1732	1732
Aug	830	830	2562
Sep	128	128	2690
Oct	375	375	3065
Nov	246	246	3311
Dec	1546	1546	4857
Jan	562	562	5419
Feb	315	315	5734
Mar	351	351	6085
Apr	534	534	6619
May	342	342	6961
Jun		0	6961
Total	6961	6961	

	DVD	Books	Audio	over/Laminat	Total	CumTotal
Repairs						
Jul	21	15	1	17	33	33
Aug	10	24	1	86	91	124
Sep	8	9	2	26	37	161
Oct	25	23	78	4	103	264
Nov	28	10	0	22	32	296
Dec	11	30	27	30	87	383
Jan	10	5	1	20	28	409
Feb	2	25	5	21	51	460
Mar	15	2	0	18	18	478
Apr	21	39	0	20	58	537
May					0	537
Jun					0	537
Total	147	182	113	242	537	

Total in Collection:	Items	Bibs
Jul	126,116	96,162
Aug	126,148	96,217
Sep	126,123	96,353
Oct	126,427	96,593
Nov	126,909	96,954
Dec	125,852	96,273
Jan	125,678	96,207
Feb	125,798	96,351
Mar	125,779	96,430
Apr	125,825	96,780
May	125,848	96,832
Jun		

THE BOARD SELF-EVALUATION

Successful board teams pay attention to the process of how they operate. Just as they evaluate the progress of their library, they must also assess the operation of the board team and determine how they can do the job better.

It's up to the library board to hold itself accountable for good performance. To do that correctly, your board should take time every year to formally evaluate board performance. The purpose of the evaluation is not to find fault with board members or the full board, but to examine strengths and weaknesses. The formal self-evaluation should be followed with a plan to improve board performance.

Does our board prepare to do its job by:

1. conducting a thorough orientation for all new board members? Yes No
2. integrating new members into the team as quickly as possible? Yes No
3. participating in continuing education? Yes No
4. providing regular board development activities for all board members? Yes No
5. performing an annual self-evaluation of board operations? Yes No
6. providing all board members with copies of the mission statement, bylaws, ordinance, plan, library laws, and all other important documents of the library? Yes No
7. touring all facilities at least once a year? Yes No

Does our board ensure good meetings by:

1. limiting most meetings to two hours or less? Yes No
2. providing a comfortable meeting room conducive to business? Yes No
3. convening and adjourning on time? Yes No
4. having the board chairperson lead the meetings? Yes No
5. sticking to the prepared agenda? Yes No

6. ensuring the board has enough information to make decisions? Yes No
7. working for consensus rather than fighting for a majority? Yes No
8. discussing issues cordially, avoiding personal attack? Yes No
9. following a business-like system of parliamentary rules? Yes No
10. including the director as a resource for all deliberations? Yes No
11. confining all discussion to policy issues and avoiding management issues? Yes No
12. allowing/encouraging all board members to participate in discussion and not letting one or two persons dominate? Yes No

Do individual board members:

1. attend at least 90 percent of all board meetings and committee meetings to which they're assigned? Yes No
2. come to meetings prepared? Yes No
3. come to meetings on time? Yes No
4. feel free to express even dissenting viewpoints? Yes No
5. leave meetings with a feeling of accomplishment? Yes No
6. see themselves as part of a team effort? Yes No
7. act as advocates for the library? Yes No
8. know their responsibility as board members of the library? Yes No
9. attempt to exercise authority only during official meetings of the board? Yes No
10. represent the broad interest of the library and all constituents, not special interests? Yes No
11. understand that the most effective way to govern is to delegate management to the director? Yes No

Does our board plan for the future of the library by:

1. annually reviewing and approving the mission statement? Yes No
2. annually reviewing yearly objectives/work plan? Yes No
3. annually reviewing progress toward the long-range plan and modifying the long-range plan? Yes No
4. having board committees work and produce results? Yes No
5. operating from opportunity rather than crisis to crisis? Yes No

In which of the major categories above does our board show real strengths? In which of the major categories above does our board need improvement?

