



## 2020 CSLP Annual Meeting September 16, 2020 Virtual Meeting

**Meeting Mission Statement:** We are here to guide/lead/discuss the future of CSLP and Summer Programming

**Meeting Motto:** As attendees of the Annual Meeting, we serve the CSLP membership, while this includes our individual states and organizations, it is for the whole that we make our decisions.

**Welcome - Josephine Camarillo, CSLP President** Annual Meeting called to order 2:10pm EST

### Approval of 2020 Agenda

Jasmine Rockwell asked about annual meeting minutes from 2019, which have been posted on the annual meeting website as of yesterday.

Sally Snyder (NE) moves to approve 2020 Agenda; Cathy Lancaster (MI) seconds. Motion passes.

### Approval of Consent Agenda

Cathy Lancaster (MI) moves to approve 2020 Agenda; Kate Smith (TN) seconds. Motion passes.

### President's Report

This year we have an opportunity to host a virtual meeting, which has been discussed in the past. This allows us to incorporate what we've done this year into next year's meeting. When one door closes (or the whole world shuts down), librarians step forward to build a better world! Thank you to those who have served on the Annual Meeting Committee.

### Introduction of Board and Committee Chairs

### Introduction of Melissa Hooke, Office Administrator

**Year in Review - Luke Kralik, CSLP Organizational Coordinator**

### Recap, Challenges, Next Steps

Kralik shared slides about 2020: not exactly according to plan: online store launch issues, artwork crisis, fallout from artwork, USB issue, bad batch of shirts, pandemic and ongoing fallout.

Online store missteps: customer notification issues, product categories broke early on, shipping charges did not work with State vouchers, lingering clunk (small things like tracking orders, method of showing more products on a page, etc.)

Artwork Issues: What the issue was--cultural appropriation can be difficult for indigenous children. Some sacred subjects can be taken as degrading and thus offensive, according to art professor Catie Cadge-Moore.

CSLP destroyed \$250K worth of product. We had a huge reorder bubble once materials were re-designed. We were buried with refund requests and questions. Some large state orders were completely derailed. It was difficult to communicate why some products were not available. . . and this created some inventory shortages.

We pulled 11-12% of our products were removed, and we didn't have enough of the other products to replace them. Reordering is expensive and we under-ordered incentives. Incentive items difficult to restock, such as rubber ducks. Shipping deadlines made for extreme periods of activity. We also didn't have a cushion for any mistakes or damages.

During the pandemic, was orders were returned to the warehouse because they couldn't be delivered. UPS had tighter delivery windows. We had 390 orders canceled, and we *still* have orders sitting in UPS hub. CSLP reached out to libraries to get delivery addresses, which was very time consuming.

Reshipping is expensive and hard to track. The warehouse dropped to half staff during the pandemic, and many library business offices were closed, so there were payment delays.

2020: Did we cry? Yes! How did we do? We had 17 states that paid directly for their orders with a single invoice. New Jersey and New York had custom orders (posters, banners, and bookmarks), and this may be expanded in the future. CSLP is not quite ready for print-on-demand t-shirts.

August 2020: \$2,381,952 in sales, 8,919 orders with 634,883 items. Not bad for artwork issues AND pandemic!

Why lower than past? DEMCO loyalty? New system? Reduction in number of incentives. . . or artwork problems, and also the pandemic are possible reasons. Sales were down \$1 million from last year.

Unexpected costs: product removal, reshipments, cancelled orders, reordering

Unexpected savings: no board retreat, no annual meeting, no additional bank loans.

2021: NEXT STEPS

Online Store: We fixed the categories, the notices, and the shipping charges, plus added a "track your order" function. We also have a 2021 Multi-Product Order Form from one screen (Luke will do online tutorials). Larger warehouse at 1761 Oak Street in Torrance, CA.

Policies and Procedures have been reviewed and updated and are available for all members to see. The Membership Committee will be in charge of this moving forward.

Artwork: Cooperative Children's Book Center will be happy to work with CSLP on the artwork, and updated the committee charge. CSLP has also developed a formal challenge process to remedy missteps.

Inclusion: The Inclusion Committee will work on a guiding statement.

Supporting Libraries in New Ways: Food/lunch programs, additional resources in response to pandemic, etc.

Comments and Questions

Kralik responded to all questions listed on a Google Doc available to all participants. Cathy Lancaster (MI) suggested we send out CSLP catalog to libraries even if they have left as a state. We are a membership organization and working together as librarians and state reps can help us get ahead of the curve in the future.

### **Listening Session Recap - Jasmine Rockwell, CSLP Past President**

We wanted to find a way to get feedback from state reps and also frontline librarians, so came up with the idea of listening sessions. Held four sessions in August with 50% capacity at each. All ten slogans and all ten themes are still available to vote on. There was a lot of support and collaboration in the sessions. Janet Dwyer (OH) very appreciative of the listening sessions and wondering if the process can be more iterative. Amy Olson (KY) would like a venue to include some more edgy and creative slogans, perhaps for the teens. Slogans like *Read With a Porpoise* or *Read For the Halibut* are sometimes used as chapter headings and other things in the manual.

### **Elections - Chrissie McGovern, CSLP Past President**

Introduction of Candidates

### **Polls and Voting – Melissa Hooke, Office Administrator**

Following this meeting, all state reps and proxies will receive a voting form. Every state gets three votes for themes and slogans, plus one vote for candidates. Anyone who is a Board member or a candidate can also vote in elections.

Closes Friday at 6pm EST.

### **Closing Remarks - Josephine Camarillo, CSLP President**

Thank you to outgoing Board Members



Camarillo said farewell to outgoing past president Chrissie McGovern.

Thank you to State Reps and general membership . . . and Luke!

CSLP has given a gift certificate to Josephine Camarillo for her year leading CSLP.



Announcement of 2021 Annual Meeting, Detroit (2nd try!)

Passing of the gavel to BriAnne Newton, incoming CSLP president.

Annual meeting adjourned at 3:30pm EST

Minutes respectfully submitted by Cindy Christin, CSLP Secretary