

CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

MINUTES LIBRARY BOARD OF TRUSTEES MAY 21, 2020

In order to comply with the N. C. Governor's Executive Order 121, Section 3.A.a., this meeting was available to the public and media live via the Cumberland County website (co.cumberland.nc.us), Facebook page (facebook.com/CumberlandNC), Youtube page (youtube.com/user/CumberlandCountyNC/videos). Staff and attendees entered and exited meeting room 564 so no more than ten (10) people were gathered at the same time in accordance with the Governor's Executive Order.

Trustee Present in room 564: Ann McRae

Trustees Present via *GoToMeeting* video conference: Chair Belinda Wilkerson, Vice Chair Irene Grimes, Jeremy Fiebig, Katrina Tiffany and Brian Tyler

Trustee Present on the phone: Dennis Cedzo

Present from County Administration: Assistant County Manager Sally Shutt, IT and Public Information Office staff.

Present from County Administration via *GoToMeeting* video conference: Deputy County Manager Duane Holder

Present from the Library in room 564: Director Jody Risacher and Admin. Coordinator to the Director Marili Melchionne

Present from the library via *GoToMeeting* video conference: Deputy Director Cotina Jones, Programs & Services Division Manager Nora Armstrong, Collection Development Division Manager Pamela Kource, YS Division Manager Elzena Anderson, and Learning & Innovation Coordinator Heather Hall.

I. CALL TO ORDER

Chair Wilkerson called the regular meeting of the Library Board of Trustees to order at 9:05 a.m. on Thursday, May 21, 2020 in Room 564 at the Cumberland County Courthouse. Chair Wilkerson called roll and recognized that all trustees were present.

II. APPROVAL OF TODAY'S MEETING AGENDA

MOTION: Chair Wilkerson moved to approve today's meeting agenda.

SECOND: Trustee Cedzo seconded the motion.

DISCUSSION: None

VOTE: Chair Wilkerson called upon each trustee to vote and the vote was unanimous for approval.

III. APPROVAL OF FEBRUARY 20, 2020 REGULAR BOARD MEETING MINUTES

MOTION: Chair Wilkerson moved to approve the February 20, 2020 minutes.

SECOND: Trustee Tiffany seconded the motion.

DISCUSSION: None

VOTE: Chair Wilkerson called upon each trustee to vote and the vote was unanimous for approval.

IV. DIRECTOR'S REPORT

A. Introduction of new staff: Risacher introduced the following newly hired staff members:

Name	Title	Branch Location
Elzena Anderson	YS Division Manager	Headquarters
Heather Hall	Learning & Innovation Coordinator	Headquarters

B. Director's Update – Director Jody Risacher

1. Library during shut-down:

Risacher presented a quick update on the activities that have taken place at the library during the shut down from March to the County Manager's call back to staff on May 11th.

- ✓ Libraries have been closed to the public since mid-March, the book drops were sealed and fines were suspended. We did not want to encourage anyone to come out unnecessarily to return books.
- ✓ A small group of essential staff were working at the library in an effort to keep some of the necessary activities going. During that time all full time staff were paid Emergency Closure Leave.
- ✓ The library promoted the issuance of e-access cards through social media. There were 324 cards issued. Some customer library cards had expired so staff were able to renew them.
- ✓ Trustee, Friends and Fundraising committee meetings were cancelled.

2. Updated Community Resources For Those In Need (CRFTN) Resource:

The CRFTN was updated and reprinted in a modified format. The CRFTN lists dozens of resources for low-income people who are in great need. County Public Information Office (PIO) staff distributed 12,000 copies through the Cumberland County School meal sites program.

3. Library Staff Re-Opening Preparations:

Staff were called back to work on May 11 and are focused on preparing for re-opening the libraries to the public (no date has been set). Below are activities that staff have been working on in an effort to re-open.

- ✓ The County Engineering Department is working on the procurement of glass barriers for the circulation desks at each branch.
- ✓ Barriers are being planned for the additional service desks making them safe for customers and staff.
- ✓ All branch managers have been developing plans for social distancing protocols.
- ✓ County PIO staff are developing signage to assist social distancing.
- ✓ Staff will create virtual programs (including in-house filmed story times) which will be available on social media. PIO staff will be filming those programs for the library.
- ✓ Staff are developing Summer Reading programs for all ages
- ✓ Hold retrieval service has been implemented which allows customers to retrieve materials that were put on hold prior to the library shut down.
- ✓ Material returns are now being accepted and all materials will be quarantined for 72 hours – an accepted standard.
- ✓ Cliffdale IS Librarian I Anessa Olson has been successfully hosting a book discussion (Amazing Stories) via email with 13 participants during the closure.

4. Postponed, cancelled or uncertain status for grant-funded events/activities:

The library had to cancel several grant-funded events/activities to include (but not limited to) the following:

- ✓ Story Walk Ribbon Cutting – scheduled for April – will be re-scheduled as a virtual event
- ✓ Storytelling Festival Performances at all branches – March – Cancelled
- ✓ Arts Council Passport Grant events – possibly re-scheduled for the Fall
- ✓ Census Computers (CCF) and other Census activities – on hold
- ✓ Summer Time Kids Grant (CCF) – on hold

5. Arts Council Grant Awarded – 2021 Storytelling Festival:

The Arts Council has notified the library of a grant award of \$3,135 for the 2021 Storytelling Festival.

6. Strategic Planning – Library’s New Five Year Plan:

The library’s new five year plan is almost complete. Following are the draft goals:

GOAL 1

Increased Community Access to Library Services

GOAL 2

Strong Partnerships and Collaborations Aligned to the Community’s Highest Priorities

GOAL 3

Strong Resources, Services and Programs for All Ages

GOAL 4

High Quality Technology Access and Assistance

Completion of the plan has been delayed until the County Commissioners are able to review it. Consultant Dr. Anthony Chow will give a presentation to the County Commissioners at their meeting on August 3, 2020.

On September 17, the Board of Trustees will be asked to vote on the new five year plan. Risacher offered to send the trustees the draft plan so they can review it over the summer.

7. Pre-Pandemic Library Program Memories:

Photographs from various branch programs and activities were shared.

8. Friends of the Library Endowment Fund Committee:

The meetings have been suspended since February. The next Friends Board meeting will be in July.

V. OLD BUSINESS

A. Review and Approve FY 2021 Budget Amendment – Director Jody Risacher:

The board received the amended pages. Included were the following items:

- ✓ Removal of computer hardware budget line and contents (\$87,170) and four security software in computer software contracts – funds moved to county IT budget.
- ✓ Insurance line item adjustment based on information provided by the County Risk Management office.

MOTION: Chair Wilkerson moved to accept the FY 2021 budget amendment as presented.

SECOND: Trustee Cedzo seconded the motion.

DISCUSSION: None

VOTE: Chair Wilkerson called upon each trustee to vote and the vote was unanimous for approval.

B. Trustee Nominating Committee – Recommendation of candidates to fill one vacant position, Committee Chair Brian Tyler:

Committee Chair Tyler read the 2020 Nominating Committee Charge: Trustee Brian Tyler will complete his second term on December 31, 2020 and is not eligible for reappointment. The committee members will plan to meet prior to the June 18 trustee meeting (at 8:30 a.m.) to discuss the plan of action for filling the vacant seat. Tyler asked that if any trustees had someone in mind for the board to urge them to complete the online application as soon as possible.

During the summer, the nominating committee will conduct interviews of potential candidates and bring their recommended candidate to the September 17 trustee meeting for approval. Subsequently the candidate's name will be presented at two County Commissioner's meetings before they are approved.

VI. NEW BUSINESS

A. The “New Normal” for the Library System – Director Jody Risacher

Risacher asked the board members for their questions or ideas on what they believe the “new normal” may look like for libraries. Libraries across the state are developing standards and protocols going forward. There continues to be much that is unknown. CCPL&IC intends to proceed with online virtual programming and to use social media and YouTube for promotion and presentation.

The library will look for other ways to safely interact with our community. Staff are very aware of how much this economic downturn will devastate this community. We had a lot of challenges with unemployment before the pandemic. Library staff will need to determine how to safely help people get access to computers, a critical resource. Due to the need for social distancing, we cannot maintain the computer lab the same way. Customers will use every other computer. Possibly, staff will make use reservations for customers.

We are working on protocols to continue the “Book A Librarian” (one-on-one) services while maintaining social distance.

Risacher opened up the discussion to see if the board members had any comments/suggestions:

Vice Chair Irene Grimes: She has been a member of several Facebook groups like the American Library Association and has realized that library customers will not feel safe unless the staff feel safe. Most of the staff in various different libraries feel safe when they have been included in whatever decisions have been made.

Grimes referenced the previous calamities experienced by the library along with the current one and asked if there would be some sort of after-action review through the county or through the library.

Director Risacher: Each one of the calamities that the library has been through have been vastly different, i.e., the 2008 fire and the 2016 flood. This pandemic is different and as things are evolving we are making notes.

Deputy County Manager Duane Holder: As a result of this pandemic, the county has activated the Emergency Operations Center (EOC). Anytime the EOC is activated it is standard protocol to have the after actions reviewed. Once the EOC is deactivated, it will be interesting to see what the after action process looks like once this unprecedented event is over.

Director Risacher: Thanked Vice Chair Grimes for her questions and comments about staff. She commented that staff were integrally involved with the measurements and configurations of all the circulation desks.

B. June 18, 2020 Board of Trustee Meeting – Director Jody Risacher

Risacher stated that at the time the current agenda was developed, it was not evident whether the June meeting could be held in person. She reminded attendees that the Governor released Phase 2 of his executive order and it still restricts the number of people who can meet in person to ten. The June meeting will likely be held virtually under the same circumstances.

Chair Wilkerson expressed her gratitude to the County staff who enabled the board to meet using their equipment.

- C. Other Business:** Vice Chair Grimes suggested that library administration staff should not mail copies of the emailed packets to each board member. Some trustees agreed. Risacher stated that if anyone would like to continue to have the packets mailed for any reason, library administration is happy to do so.

VII. ADJOURNMENT

With no other business to discuss, Chair Wilkerson adjourned the meeting at 9:50 a.m.