



## **MINUTES OF THE LIBRARY BOARD OF TRUSTEE MEETING MAY 20, 2021**

In compliance with the N. C. Governor's Executive Order 121, Section 3.A.a., this meeting was streamed live on the County's website. The meeting is also available to the public on YouTube. The broadcast team, the Library Director and one trustee attended this meeting in person at the County Courthouse in room 564 and everyone else attended this virtual meeting from their individual locations via GoToMeeting video conference in accordance with the Governor's Executive Order.

Trustees present via GoToMeeting: Chair Belinda Wilkerson, Dennis Cedzo, Jeremy Fiebig, Ann McRae, Katrina Tiffany and Pamela Story

Library Staff and Trustee present in person at the County Courthouse in room 564: Library Director Faith Phillips and Vice Chair Irene Grimes.

Library staff present via GoToMeeting: Deputy Library Director Cotina Jones, Programs & Services Division Manager Nora Armstrong, **Collection Development & Technology Innovation** Division Manager Pamela Kource, Youth Services Division Manager Carla Brooks, Emerging Adult Services Specialist Jessica Jones and Admin. Coordinator to the Director Marili Melchionne

Branch Managers Present: Kohnnee Harmon – Bordeaux, Amanda Dekker – East, MaryAnne Sommer – Hope Mills, Mary Campbell – North and Michelle Gross – Spring Lake

Others present via GoToMeeting: Friends of the Library Vice President Vito Amoroso

### **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 20, 2021 via GoToMeeting video conference.

#### **A. Introduction of Special Guest – Friends of the Library Vice President Vito Amoroso:**

Chair Wilkerson introduced Mr. Amoroso and on behalf of the Friends of the Library board, he shared the following information:

- ✓ There are now 169 Friends members.
- ✓ During the May 4, 2021 Friends meeting, the board decided to cancel the August book sales but are leaving open the possibility of having sales later on in the year.
- ✓ The next Friends board meeting is July 6<sup>th</sup> and Chair Wilkerson is scheduled to attend that virtual meeting.

Vice Chair Grimes asked if there was a reason that the book sales were canceled.

Amoroso stated that with the COVID situation, there wasn't time enough to get everything together.

Grimes also mentioned that in a previous meeting there was a question about possibly allowing Friends of the Library volunteers in if they are vaccinated so that they could get into the book sale room to get it organized. She asked if there was any resolution.

Amoroso said that there hasn't been a final decision made on that but that it was discussed at their meeting and will continue to be discussed at the July meeting.

## 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:** Approved unanimously

## III. APPROVAL OF THE APRIL 15, 2021 REGULAR BOARD MEETING MINUTES

**MOTION:** Chair Wilkerson moved to approve the April 15, 2021 meeting minutes

**SECOND:** Trustee Tiffany seconded the motion

**DISCUSSION:** None

**VOTE:** Approved unanimously

## IV. LIBRARY DIRECTOR'S REPORT

**A. Introduction of new Librarian staff:** None.

### **B. Library Director's Report:**

#### **1. Library Staff Service Awards:**

Library Director Phillips announced that North Regional Library Associate Lois Mouw (35 years) and Library Associate Veronica Cancel (15 years) celebrated anniversaries with their years of service to the library. Photographs were shown of the two accepting their certificates and gift cards.

#### **2. Program Highlights:**

Phillips highlighted the 2021 Storytelling Festival which was completely virtual. The focus was on Children's literature and engagement. It was a grant from the Arts Council for \$1,500 with approximately \$6,300 of in-kind service from library staff.

It was a free month-long series of events based on the theme of "Nature Tales." Staff provided virtual story times and there were virtual performances by professional puppeteers. There were also 1,400 take-and-make craft kits given out.

Programs & Services Division Manager Nora Armstrong and YS Librarian I Katy Waltz managed this event and there were 1,107 attendees which included children in Pre-K through secondary grades. Only two of the attendees were adults and items were viewed 526 times throughout the month.

#### **3. Club Insomnia (Virtual Book Club):**

In her conversations with staff members, Phillips learned about this virtual book club. It is managed by Spring Lake's IS Librarian I Marissa Mace and there are currently 378 members. On average there are 31 members who actively participate each month. Some members are from Canada, Mexico, Australia and England. The group reads thrillers with elements of suspense and horror. Phillips read a wonderful success story from one of the participants.

#### **4. Staff Stories:**

During the past two weeks, Phillips has met with staff at each location and going on listening tours with them. She has asked each person three questions:

- ✓ "What's your favorite part of working at the library?" Without fail, staff say it is working with the community.

- ✓ “If you could plan any program – the sky is the limit – what would it be?” The point of this question is not the answer, the point of this question is the question and to get the person’s creativity, innovation and energy going. Most of the team members Phillips has spoke to didn’t have an answer for this question but they sit for a moment and they say, “Wow, I’m not sure.” Then they start thinking and they ended up having some great discussions. From this discussion Phillips hopes to work with the team to innovate and come up with program ideas.
- ✓ “If you had any advice for the incoming Director, what would it be?” From this question many staff members shared their life advice, their advice about the system, what they would like to see, what they would like to continue and what they would like to change. These were very confidential discussions. Based on the advice that they’ve given me, Phillips plans on putting it into practice.

With permission, Phillips shared a powerful story from Cliffdale Library Associate Yaminah Vereen. As they were talking Vereen was monitoring the computer area and Phillips asked Vereen her story and what she loves about the library. Vereen shared that she loves helping people on the computers. She has had customers come in who needed help with their resume and applications and they come back and let her know they got the job.

However that wasn’t the most powerful part of Vereen’s story. The most power part of her story was that is exactly how Vereen got her job at the library. Using the computers Vereen applied for the job she now has at the library. Now she is paying it forward to others in her community.

## **5. Reopening Plans:**

Deputy Library Director Cotina Jones requested feedback from all staff by asking 2 questions, what has gone well and what has not gone well. This feedback will be added to the reopening plan.

The next phase will be to do away with appointments, libraries will not close for cleaning, customers are encouraged to keep visits to an hour and cleaning will be ongoing. In talking with the cleaning crew, they indicated that they can clean concurrently. With these changes staff will be able to provide seamless service and customers can come in and do what they need to without having a time limit.

We will be sharing this plan with the Division Management Team this afternoon as well as the Program Services Management team for their input. We’ll be sharing these changes with staff and ask for their feedback. We will also be discussing logistics and how this will work to make everything run smoothly at each branch.

Then Phillips will share this information with all staff in a virtual meeting tomorrow so that everyone gets the same information at the same time. We will also invite Public Health Director Dr. Jennifer Green, to be part of the meeting. She will answer questions from staff about concerns and give an update about COVID. We will also record that meeting for staff who are not full time or were unable to attend the meeting.

In this meeting staff will have the opportunity to share concerns and feedback and this plan will go into effect on Monday. After this we’ll be working to review the rest of the plan and the different phases. Phillips plans on keeping the board updated.

## **QUESTIONS:**

Vice Chair Grimes: In a previous meeting Grimes had asked whether or not there would be an after action review now that the library is reopen. Cotina had said that there will be an after action review at some point and wanted to know if the plan is to do an after action review with all staff.

Deputy Director Jones: That is something that I think should be asked of all staff. Phillips agreed.

**V. OLD BUSINESS:**

**A. Trustee Nominating Committee – Recommendation of candidates to fill two vacant positions and make one reappointment – Committee Chair Ann McRae**

McRae stated that the nominating committee, composed of Dennis Cedzo, Katrina Tiffany, Jeremy Fiebig, Ann McRae and Belinda Wilkerson as *ex-officio*. The committee will propose nominees in September at the regular trustee meeting to fill Belinda Wilkerson and Katrina Tiffany's seats on the board for the 2022-2024 term. The committee will also assess the interest of Trustee Irene Grimes in being reappointed and they will recommend reappointment as applicable.

**VI. NEW BUSINESS:**

**A. Summer Reading Program – Incentives Display – Programs & Services Division Manager Nora Armstrong; YS Division Manager Carla Brooks and Emerging Adult Services Specialist Jessica Jones:**  
Division Managers Nora Armstrong and Carla Brooks along with Emerging Adult Services Specialist Jessica Jones gave the Board a brief overview of the Summer Reading Program, and the theme is "Tails and Tales."

A package was mailed to each trustee and included participation premiums for all three levels: adults, teens and children. Armstrong began by urging board members to watch the three promotional videos produced by the County Public Information Office (PIO). Brooks highlighted the online component of the youth programs, via the READsquared app; Jones mentioned that staff designed this year's forms to minimize contact in the wake of COVID; and Armstrong concluded by thanking the Friends of the Library for their continued generosity and support for SRP.

**B. Other Business:**

With permission, Chair Wilkerson announced that Deputy Library Director Cotina Jones has put in her resignation from the library. I'm happy to share that she is going to be the Director of Library Development for the State Library of North Carolina.

Jones shared that in her new position she will have liaison responsibilities with Cumberland County so she will still be affiliated with the CC Public Library.

**VII. ADJOURNMENT**

With no other business to discuss, Chair Wilkerson adjourned the meeting at 9:40 a.m.