



## **MINUTES OF THE LIBRARY BOARD OF TRUSTEE MEETING APRIL 15, 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. Everyone 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, Vice Chair Irene Grimes, Dennis Cedzo, Ann McRae, Katrina Tiffany and Pamela Story

Trustee Absent: Jeremy Fiebig

Library staff present via GoToMeeting: Interim Library Director Cotina Jones, Programs & Services Division Manager Nora Armstrong, YS Division Manager Carla Brooks and Admin. Coordinator to the Director Marili Melchionne

Branch Managers Present: Kohnee Harmon – Bordeaux, Jennifer Hatcher – Cliffdale, MaryAnne Sommer – Hope Mills, Mary Campbell – North Regional and Michelle Gross – Spring Lake

Others present via GoToMeeting: Friends of the Library East Regional Branch Representative Marty Williams

### **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, April 15, 2021 via GoToMeeting video conference.

#### **A. Introduction of Special Guest Friends of the Library East Regional Branch Representative Marth Williams:**

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

- ✓ There are now 168 members
- ✓ The next Friends meeting is May 4<sup>th</sup> and Trustee Pamela Story is scheduled to attend that virtual meeting.
- ✓ Williams reiterated what Greg Rich said at the last Trustee meeting: Board members have been checking into what PPE would be needed for the book sale volunteers.
- ✓ The next possible book sale will be August 17 for members only and August 21 & 22 for the public.

Chair Wilkerson asked if the Friends know when they will start receiving book donations from the public again.

Williams replied that this will be discussed at the May 4, 2021 meeting. Once a decision is made, communications will go out to the public.

Trustee McRae said that the volunteers who work in the book sale room would like to get back in the room as soon as possible to prepare it for the next book sales. She said there is so much work that needs to be done. She is not sure where that permission comes from but if just like two people at a time could come in and work out a schedule. Even right now to prepare for August, it will take a lot of time. The volunteers are willing to do whatever it takes to get started on getting the room ready.

Williams shared that he will contact Barbara Kiser to see what her thoughts are but it seems entirely reasonable that two or three or even four volunteers wearing gloves, masks and maintaining social distancing, especially if people have been vaccinated – which would be another argument for allowing people in the room. Just like the employees that are working now, they have masks on and are following all the protocols.

McRae asked Interim Library Director Cotina Jones who would be the one to give the permission. Jones stated that as it stands now the county has stated that when the library closed that we cannot have volunteers in the building until we reopen. We can look and discuss it more between this meeting and the Friends meeting so we'll have a better frame of reference of where we want to go with that.

## II. APPROVAL OF TODAY'S MEETING AGENDA

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

**SECOND:** Trustee McRae seconded the motion

**DISCUSSION:** None

**VOTE:** Approved unanimously

## III. APPROVAL OF THE MARCH 18, 2021 REGULAR BOARD MEETING MINUTES

**MOTION:** Chair Wilkerson moved to approve the March 18, 2021 meeting minutes

**SECOND:** Vice Chair Irene Grimes seconded the motion

**DISCUSSION:** None

**VOTE:** Approved unanimously

## IV. INTERIM LIBRARY DIRECTOR'S REPORT

**A. Introduction of newly promoted staff member:** Interim Library Director Cotina Jones introduced newly promoted YS Division Manager Carla Brooks (Headquarters Library).

### **B. Interim Library Director's Update and State Library Comparison Report:**

#### **1. Virtual Learning Center (VLC) Update:**

The last official day for the VLCs was April 1<sup>st</sup>. Now we are getting ready for the libraries to reopen.

#### **2. Outreach by the Numbers:**

Jones shared the following information:

- ✓ During the last month, Community Resources for those in need (CRFTN) pamphlets continued to be delivered to several organizations along with the "We're Here for You!" half sheets and these will continue to be delivered until we reopen next month. Magazines have also been given to those who need them.

#### **3. Service by the Numbers:**

Curbside Service Statistics: During March, 4,761 customers were served. There were 66 LibChat/Virtual Reference questions answered.

#### **4. Virtual Programming by the Numbers:**

From March 13, to April 7, 2021, 798 reaches for craft programs; 1,003 reaches for preschool programs; 1,013 reaches in school age programs and 974 reaches in teen stream. There were 525 attendees at the virtual Storytelling Festival with Hobey Ford who did two different stories.

#### **5. North Reginal Library Staff received a "Thank You"**

Photographs were shown of the tulips and notes that the NRL staff received from customers who missed the library and the staff.

#### **6. Reopening of the libraries:**

The libraries will reopen on May 3, 2021 and will be appointment based. Computers will be available for customers to use and social distancing guidelines will be practiced.

**7. Transcription Project Update:**

Jones updated the group on this project. This project will happen in May and June and is a county wide initiative. We have representatives from Fayetteville State University (FSU) and Fayetteville Technical Community College (FTCC), as well as from Methodist University (MU).

We also have high school teachers involved and community members. Spring Lake Branch Manager Michelle Gross is the project leader.

The dates are planed and we are looking forward to having those interactions and more information is forthcoming at the end of this month, early next month. There will be a call for assistance and it would be great if some or all would be willing to volunteer to help.

Question from Vice Chair Irene Grimes: Since the library is getting ready to reopen, will there be an after action review to determine what went well and what could be improved upon? Jones let the group know that it is her goal to have an after action review so that we can capture as much information as possible so that if there is another public health crisis in the future we will know what we need to do differently. We will also be able to know what worked well. Jones will include the division managers and branch managers after the library reopens to start that conversation.

Chair Belinda Wilkerson: How long will the appointment be. Jones: The appointments will be for 45 minutes so that there would be 15 minutes for cleaning. We are looking at how many people can be in each library during any given 45 minute time slot.

**State Library Comparison Report:**

Jones went about this a little different this year because of being closed since March 2020 so all of our numbers are going to be a lot lower. It will be a lot easier to share the per capita information and how we compare to our peers within the state. Then also share with you the data that was submitted for the public library statistical report.

Jones highlighted the Library Visits Per Capita – FY 2020. In the past we have had a little over a million users to come through our doors but with us being closed for so long now, that number for FY 2020 dropped down to over a little more than 680,000 visitors. But when you're looking at it, in terms of library visits per capita, we still did pretty good as it works out to be a little over 2 visits per member of our communities.

Jones also highlighted is the collection usage per capita, our digital collection, we had 2.81 uses per county resident. What that translates to in actual numbers is we had 439,115 uses for our digital collection (i.e., ebooks, e-audio and databases, etc.) She reiterated that the numbers are low due to the pandemic.

We still have a great checkout for our children's collection we had over 423,000 items checked out for our children. Jones offered to answer any questions.

**V. OLD BUSINESS: NONE**

**VI. NEW BUSINESS: NONE**

**A. Other Business: NONE**

**VII. ADJOURNMENT**

With no other business to discuss, Chair Wilkerson adjourned the meeting at 9:33 a.m.