



## **MINUTES OF THE LIBRARY BOARD OF TRUSTEE MEETING JANUARY 21, 2021**

In compliance with the N. C. Governor's Executive Order 121, Section 3.A.a., this meeting was available to the public on YouTube. Staff and trustees 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

Trustee absent: Vice Chair Irene Grimes

Library staff present via GoToMeeting: Interim Library Director Cotina Jones, Programs & Services Division Manager Nora Armstrong, Division Manager for Collection Development Pamela Kource, Cliffdale Branch Manager Jennifer Hatcher, Bordeaux Branch Manager Kohnee Harmon, Spring Lake Branch Manager Michelle Gross, Hope Mills YS Librarian I Susan Waring and Admin. Coordinator to the Director Marili Melchionne

Others present via GoToMeeting: Friends of the Library Vice President/President Elect 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, January 21, 2021 via GoToMeeting video conference.

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

Amoroso shared the following information with the board:

- ✓ As of January 20, 2021 there are 150 Friends members (this includes 1 Corporate membership @ \$250). This is a great start given the fact that we are not sure when our next book sales will be.
- ✓ At the Friends of the Library meeting on January 12<sup>th</sup> the board voted to cancel the May book sales. (The February book sales had already been canceled.)
- ✓ The annual mailing that was mailed on November 18, 2020 has resulted in \$5,098 in membership revenue. This signifies that the Friends have some very dedicated and loyal members, even one that lives in Pennsylvania. Many members also donated to the Library Endowment Fund (LEF) along with their membership renewal. For 2020, the Friends matched a total of \$5,995 in LEF donations.

### **II. APPROVAL OF TODAY'S MEETING AGENDA**

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

**SECOND:** Trustee Tiffany seconded the motion

**DISCUSSION:** None

**VOTE:** Approved unanimously

**III. SWEARING IN:** Interim Library Director Cotina Jones administered the Oath of Office to newly appointed Trustee Pamela Story. Chair Wilkerson welcomed Pamela to the board and highlighted her experience which will undoubtedly benefit the board. The other board members also welcomed Ms. Story.

### **IV. APPROVAL OF THE DECEMBER 10, 2020 REGULAR BOARD MEETING MINUTES**

**MOTION:** Chair Wilkerson moved to approve the December 10, 2020 minutes

**SECOND:** Trustee McRae seconded the motion

**DISCUSSION:** None

**VOTE:** Approved unanimously

## V. INTERIM LIBRARY DIRECTOR'S REPORT

**A. Introduction of new and newly promoted Librarian staff:** Interim Library Director Cotina Jones introduced Susan Waring who is the new YS Librarian I at Hope Mills and former West Branch Manager Jennifer Hatcher who has been promoted to the position of Cliffdale Branch Manager.

### B. Interim Library Director's Update:

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

Interim Library Director Cotina Jones shared that the daily average of VLC participants is 35 for all six locations. So far the format for the spring semester will be the same as the fall semester and it follows the Cumberland County School (CCS) schedule. We are fortunate that CCS staff are still able to provide assistance.

#### 2. Library's efforts to assist the County with COVID concerns:

Library staff are presently assisting the county in providing the following services:

- ✓ The COVID-19 hotline – library staff work to answer questions relating to testing and vaccinations, just to name a few.
- ✓ Contact tracing
- ✓ Daily temperature checks at the County Courthouse
- ✓ As of today, there are National Guard troops out at East Regional library assisting staff as we assist the County Health Department with vaccination sign up and testing information.

#### 3. Electronic Materials Circulation:

Even though the libraries have been closed, library staff have been steadily promoting electronic material circulation. In October, November and December 2020 the increase is above 100%. E-book circulation increased by 137% over 2019; E-Audio circulation has increased by 108.75% over 2019 and the total in E-AV (audio books and e-books combined) had a total of 369.69% increase in circulation. E-magazines were also included.

#### 4. Fiscal Year 2022 Library Budget:

The library's FY 2022 budget will be a flat budget and no supplemental items are being requested. Repair of the Headquarters library HVAC system is being considered. Budget books for board members will be mailed next week.

#### 5. Changes to the Public Library Survey:

The Public Library Survey (PLS) is one that is shared with the board in April or September each year. It shows how our library compares with our peers in the state. In the upcoming year, there have been mandated changes from the Institute of Museum & Library Services (IMLS). The state lets us know what those changes will be and we will begin collecting data based on those changes.

One of the primary changes will be in how we count our virtual programs. Synchronous programs are live programs which will be counted as programs. All of the programs that we have been doing count as asynchronous recordings. Library staff are steadily working hard but when we asked if that means that our numbers will be zero if they are not live, the response was "yes." Our staff are steadily working hard and we will make sure to share that information with you.

#### 6. Service by the Numbers:

Jones shared the following information:

- ✓ Curbside service had 3,994 items circulated in December 2020
- ✓ Virtual Programs – there were 1,765 views from December 12, 2020 to January 15, 2021.

- ✓ Staff assisted 529 customers with scanning, faxing, printing and or copying. Even though that number is 529, Jones shared a very heart felt story about one of those customers. There is a young lady with some disabilities and she had not been able to come to the library and not been able to use the print services because she is in the high risk category. Her parent contacted the library and found out that they could send a print job to the library and then come pick it up. They sent the print job and she came and picked it up and her daughter was over joyed and her mom was excited to see the smile back on her daughter's face. This family uses Hope Mills library.
- ✓ There were 138 people who used the library's "Chat Reference" service from December 2020 to the middle of January 2021.

**7. Library Service Award Recipients:**

Service awards were given out to the following library staff. Kathryn Beach at North, Tonya Minor at East, Carmelita Torrey & Joyce Smith at Cliffdale. They all celebrated ten years of library service.

**8. Staff Appreciation Gifts:**

Normally at Christmas everyone likes to do have pot luck lunches but because of COVID, we could not do that. This year, with the help of the Friends, library staff received a "I Heart My Library" stainless steel tumbler. And even though we could not give them food, we gave them a way to go get their own food by giving them a Frosty keycard so they can get a free Wendy's Frosty for the entire year. Library staff were very grateful for this gift.

**9. Bordeaux Library Celebrates 35<sup>th</sup> Year Anniversary:**

Normally we are able to celebrate anniversaries with cake but since we could not have cake, soup mugs with "I Heart Bordeaux" along with the date were given out to Bordeaux customers in honor of the 35<sup>th</sup> anniversary.

When Jones asked if there were any questions, Chair Wilkerson asked if library staff would be able to provide synchronous programming. Jones said that staff are working toward providing those services. The concern was brought to Assistant County Manager Sally Shutt and she is working to see if library staff can receive access to "Webex" sooner. Shutt will see if the library can have access to "Go To Webinar" which would allow librarians to do Pre-K story time. This would allow children to be able to see the program which would be recorded and customers can watch it at their leisure.

**VI. OLD BUSINESS: NONE**

**VII. NEW BUSINESS:**

**A. Proposed 2021 Board of Trustee Meeting Calendar – Interim Director Cotina Jones:**

Jones noted that until further notice, we will continue to use GoToMeeting for trustee meetings.

**MOTION:** Trustee Cedzo made a motion to approve the 2021 Trustee meeting calendar as presented.

**SECOND:** Trustee Fiebig seconded the motion.

**DISCUSSION:** None

**VOTE:** Unanimous

**B. Appointment of 2021 Trustee Nominating Committee Members (4) – Chair Belinda Wilkerson:**

Chair Wilkerson had previously contacted board members and asked for volunteers to serve on the nominating committee. Ann McRae volunteered to be the Committee Chair and the other three committee members include: Dennis Cedzo, Katrina Tiffany and Jeremy Fiebig. Belinda Wilkerson and Katrina Tiffany are the two trustees that will be leaving the board at the end of 2021. Recruitment can begin and Wilkerson reminded the board members that the application to be on the board is available on the county's website (use link below): <https://www.co.cumberland.nc.us/customusercontrols/commissioners/boardapplication.aspx>.

**C. Preliminary FY 2021-2022 Budget Preview – Interim Director Cotina Jones:**

Jones mentioned that the library budget will be a flat budget for FY22. The final number that will go forward will include \$1,281 more. That small increase is to account for general percentage increases of different services such as databases and fuel. The library's FY2022 budget request will be \$10,216,414.

Trustee Cedzo asked if this is based on the assumption that this is post-COVID-19 operations? He wanted to understand if the library will have full staffing and full programs as it was prior to the onset of COVID-19.

Jones stated that right now the library is asking for the same budget that we had prior to COVID-19. There were some small modifications made in the travel and electronic resource lines in order to account for the increased use of electronic resources and to account for the decrease in staff travel.

Jones shared that when she asked if the library should be making plans for staff reductions she was told that things should be ok. Therefore, the staffing levels will remain the same.

**D. Housekeeping Items: Trustee Sign-up to attend 2021 Commissioner & Friends Board Meetings – Chair Belinda Wilkerson:**

Chair Wilkerson explained the process of signing up for the Commissioners and Friends 2021 meetings was handled virtually through email.

**E. Seven Golden Rules Review – Chair Belinda Wilkerson:**

Chair Wilkerson shared that the Seven Golden Rules for Trustees and Friends slide was part of a 2016 power point presentation from the State and was discussed during the orientation meeting with Pamela Story. Wilkerson wanted to review the rules with the full board and go over some of the important points.

As board members we need to be sure that we remain being strong advocates for the library and that we are always doing our best to make sure that our library system is meeting its mission and is serving the needs of our community.

One of the things that really stood out to Wilkerson from the recent inauguration was the young poet, Amanda Gorman. The last words of her poem really struck her heart and it highlights the idea of service. Gorman said, "There is always light if we are brave enough to see it, if only we're brave enough to be it." Wilkerson thinks that we all need to be brave enough to be the light and continue supporting our library and ensuring that community has a first class library. Once we get past this time of COVID we will be able to get back to the full services of our library and we'll be able to attend in person.

Wilkerson thanked everyone for serving on the board and for all members of the Friends who help keep the library running and keep it front and center in the community. We know how important the library system is to our community and she thanked everyone (paid or unpaid) for their work.

**F. Other Business: None**

**VIII. ADJOURNMENT**

With no other business to discuss, Chair Wilkerson adjourned the meeting at 9:32 a.m.