

# CUMBERLAND COUNTY PUBLIC LIBRARY

## MINUTES LIBRARY BOARD OF TRUSTEE MEETING AUGUST 25, 2022

### I. CALL TO ORDER

Chair Grimes called the regular meeting of the Library Board of Trustees to order at 9:05 a.m. on Thursday, August 25, 2022 in the Boardroom of the Headquarters library.

**Trustees Present:** Chair Irene Grimes, Vice Chair Ann McRae, Trustees Dennis Cedzo, Jeremy Fiebig, Bart Fiser, Daniel Montoya and Pamela Story

**Present from the Library:** Library Director Faith Phillips, Interim Deputy Director Heather Hall, Community Engagement Division Manager Nora Armstrong, Collection Development Division Manager Pamela Kource, Division Manager for Programs Carla Brooks, newly hired staff (see table below), service award recipient (see table below) and Admin. Coordinator to the Director Marili Melchionne

**Others Present:** Assistant County Manager Sally Shutt

**A. INTRODUCTION OF SPECIAL GUEST:** Chair Grimes introduced newly appointed Trustee Daniel Montoya and welcomed him back to the board.

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

**MOTION:** Trustee Cedzo moved to approve today's meeting agenda.

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

**DISCUSSION:** None

**VOTE:** Approved unanimously.

### III. APPROVAL OF THE APRIL 21 AND JUNE 16, 2022 REGULAR MEETING AND THE JULY 25, 2022 SPECIAL MEETING MINUTES

**MOTION:** Trustee Fiser moved to approve all three sets of meeting minutes.

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

**DISCUSSION:** None

**VOTE:** Approved unanimously.

### IV. DIRECTOR'S REPORT

**A. Introduction of newly hired staff:** Director Phillips introduced the following new staff members:

Name	Title	Branch Location
Aylliah Blue	Library Associate	Hope Mills
Mia McAlister	YS Library Associate	North Regional
Ana Dell	Library Associate	Headquarters

**B. Service Award Recipient:** Director Phillips recognized and honored the following staff member for her years of service with the library:

Name	Title	Branch Location	Years of Svc.
Nora Armstrong	Community Engagement Division Manager	Headquarters	25

**C. Library Director's Update – Director Faith Phillips**  
Phillips gave the following report:

**1. Expanding Sunday Hours:**

Beginning July 10, 2022, in addition to Headquarters library, North Regional, Cliffdale Regional and Hope Mills libraries are open on Sundays from 2:00 to 6:00p.m. These locations were chosen because they have the highest door count. All of the public services staff will work in pairs to maximize time off. Weekend programming has been expanded.

Door counts have been increasing over the summer so from June 2021 to July 2022 and we had a 10,000 person increase due to more programming and the expansion of hours. The accuracy of door counts (technology) in the past has been in question.

Phillips asked Collection Development Division Manager Pamela Kource to speak about the circulation of materials. Kource shared that she ran 12 months of statistics before the libraries shut down for COVID and for FY 2022. For print materials, circulation has been going down over the years but have hit 94% of the book circulation from pre-COVID which is phenomenal because the first two to three months we weren't really busy. However, showing the changes in how people use entertainment, the AV circulation is only 51% of what it was.

**2. Library Pickup Lockers in Godwin:**

The library lockers were installed in the lobby of the Godwin Town Hall on June 28, 2022 and has been successful. People have been using the lockers and there were nine holds that were waiting to be filled at the beginning of the month.

**3. Library Services & Technology Act (LSTA) Grant Award for Forward Together:**

The library received a \$135,000 for FY 1 of a 2 year project to expand our capacity for programming to include technology and multi-sensory items and to develop maker spaces.

In the last two weeks the library has been awarded two additional grants. Community Engagement received a \$4,000 grant from the Public Library Association. Phillips asked Community Engagement Division Manager Nora Armstrong to give more information about the grant. Armstrong shared that the grant is for a digital literacy workshop training incentive and it is to fund the Digital Navigators to go out into the community to host a series of programs with built in incentives for participants – the longer they participate, the better the incentives are. It is structured around a curriculum that was developed by the Public Library Association called *Digital Learn*. It is all very basic digital items: smart phones, teleconferencing and it incorporates telehealth. The grand prize for someone who comes to four out of five programs is entry into a drawing to receive an HP Tablet which is funded by this grant.

The second grant that we were awarded is the State Library of NC Bright Ideas grant for \$11,000. Phillips asked Division Manager for Programs Carla Brooks to tell the group about the grant. The grant is for a Story Walk at the Hope Mills park. Renovations are beginning to happen at the park and it is a good location because the Hope Mills library is right there with a large walking community.

Phillips also let the group know that the State Library will be giving non-recurring (one-time) funds to all of the libraries based upon the State Aid formula that is American Rescue Plan funds. Our library will be receiving \$208,000. The funds must be encumbered by December 2024 and spent by December 2026. The next step is to speak with county legal about the contract because based upon Treasury guidelines and the State Library guidelines that the funds can be spent on things like shelving or a bookmobile.

**4. Changes at locations (HQU, WRL, ERL & BOR):**

Phillips invited the group to take a minute to walk around upstairs and see that the adult fiction stacks are being moved down to the first floor. This is the first step in the plan that we are working through in conjunction with the grant to really revitalize and reprogram some of the space at Headquarters building.

Library staff are working to turn the second floor into a dynamic family-friendly, children's & teen focused floor with a big light bright, technology, maker spaces and collaborative spaces.

Phillips encouraged the group to take a trip to West Regional library as the manager has moved the story time area and create an active children's program area. Work has been done on the shelving to improve natural light and in the next few weeks work will be done to improve seating areas and create collaborative seating spaces for people to sit, talk and read.

East Regional library will be transitioning to a laptop model soon in order to create a teen space. Transitioning to a laptop model of service allows the repurposing of a lot of space versus taking up space with a traditional computer lab. It also allows people to sit where they want and be collaborative.

We're hoping that with switching to a laptop model of service at many of our locations, it will allow customers who may not have their own device, the same level of mobility and collaboration that others don't have. We are working through that transition and we're very excited to have a teen area at East Regional library. That is one of the items that our community needs assessment said that we really needed to focus on.

Also in the next few months you will start seeing transitions happening at Bordeaux library. They have recently switched over to a half & half model of computer service. The computer lab will become a dedicated children's area.

On a different topic, a topic of conversation at NCPLDA was addressing incidents that were happening in public libraries. One thing that we noticed, here and in other counties, is that since the pandemic, there's been an increase in individuals who are experiencing homelessness. There's also been an increasing number of people in our libraries who are suffering from mental health problems or addiction and we are working to support staff and our community members while they are here in our buildings. We want to make sure our libraries are safe and welcoming environments for everyone.

Phillips spoke with Assistant County Manager Sally Shutt, County Leadership, Alliance Health, County Health Department Director Jennifer Green and Community Development Director Dee Taylor develop some strategies of how we can support our staff and our community. We will be working with Alliance Behavioral Health to provide training for staff so that they will have all the tools they need to recognize if someone might be in a crisis situation and to learn better ways to de-escalation.

**5. LibraryAware Software:**

We are close to implementing LibraryAware which is a software that the library purchased to enable staff to create fliers while working with the county public information office (PIO) to create content.

**6. Library Strategic Plan:**

The strategic plan will be finalized by September 15<sup>th</sup> so you all will have it before then. We're excited to implement some of the changes and some of the items from our community needs assessment to meet our community where they are.

**7. Annual Library Endowment Fund Comparison Report:**

Phillips shared the individual fund amounts comparing the amounts from FY 2021 and FY 2022. The totals for FY 21 – \$47,835 and for FY 22 \$52,745.

**V. OLD BUSINESS**

**A. FY 2023 Budget Update:** Director Faith Phillips

The Library's FY 2023 budget was approved by the Commissioners for \$10,789,772 which is a 3.4% increase. The first item that was approved is the TechLogic (check-in/check-out) software (details below). The second request was to install Keyscan on the exterior doors and upgrade the security cameras at all 8 locations for

\$72,500 and that was given a #3 priority. We will be working this year to improve the Keyscan and security at our locations. Another item that was approved with a priority of #5 is replacing the Skylight at Bordeaux for \$35,000.

More details – the TechLogic Library Check Out System includes the software, gates, pads and self-checkouts. The upgrade to this system (with a #3 priority) was approved for \$202,120. New acrylic gates have already been installed on the first floor of the Headquarters library. The gates at West Regional were replaced yesterday.

By implementing these updates, we will be able to upgrade the server which runs this program and we will be able to implement the analytical system called *Base Camp*. That analytics will show down to the hour door counts and other things. The goal is to have everything be evidence-based. We are looking at our hours, staffing and door counts, so having accurate technology is a big step in the right direction.

Capital Improvement projects are in the works include the following items:

- Headquarters parking lot repair with a priority of 5 for \$135,000
- North Regional library boiler replacement with a priority of 8 for \$135,000
- Headquarters library cooling tower replacement with a priority of 10 for \$165,000
- Cliffdale library paint metal roof panel in areas C, D & E with a priority of 11 for \$60,000
- East Regional library Wireless Pneumatic Controls with a priority of 16 for \$70,000 (This will allow us to remotely work on the air conditioning system.)
- The budget also includes a 4% COLA raise for all staff and \$95,000 for a county-wide class and compensation study.

## VI. NEW BUSINESS

### A. Discuss By- Law Changes: By-Law Committee Chair Bart Fiser

Fiser took what he and Chair Grimes discussed about attendance and board members and the most recent situation due to the departure of a board member – notifications, etc. Fiser has emailed the changes to Chair Grimes and Trustees Story and Fibig for review.

Chair Grimes suggested that the By-Law changes be tabled and send them to everyone again and discuss it at next month's meeting.

**MOTION:** Vice Chair McRae made a motion to table the discussion of the By-Law changes until the September 15, 2022 meeting

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

**DISCUSSION:** None

**VOTE:** Approved unanimously.

### B. Approval of the FY 2023 Library Endowment Trust (LET) and Library Endowment Fund, Cumberland County, NC (LEFCCNC) Disbursements: Chair Irene Grimes

Chair Grimes shared that each year disbursements are made from the two funds. The document showing the disbursement amounts were emailed to everyone for review. The disbursement amount for the LEF is \$7,790 and the disbursement for the LET is \$37,980 to the Friends of the Library. Each year this has to be approved by the Friends of the Library Board and Board of Trustees prior to being released by the Cumberland Community Foundation.

**MOTION:** Trustee Cedzo made a motion to approve the LET and LEFCCNC disbursements for FY 2023.

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

**DISCUSSION:** None

**VOTE:** Approved unanimously.

**C. Proposed changes to the dates the libraries are closed for Labor Day, Veterans Day and Thanksgiving: Director Faith Phillips**

Phillips stated that the only person who can close the libraries is County Manager Amy Cannon. Prior to speaking with Cannon, Phillips requests the approval of the trustees to close the libraries on upcoming holiday weekends. The justification/rationale for this is that the library is open 7 days a week. With that we are looking for ways to add value to staff and to let staff how appreciative we are for their work while still recognizing that we are a 7 day a week organization providing services to the community.

One idea is to close all libraries on holiday weekends. For example, in the past, here and in other library systems, for the weekend of Thanksgiving, staff are off Thursday, Friday and the library is open Saturday and Sunday. The libraries closed during Thanksgiving weekend last year and it was a huge morale boost.

Phillips pulled some statistics based upon door counts in previous years. Understanding that the previous year's statistics were inaccurate, she looked at the weekend of Thanksgiving in 2019 and the door count was 15% lower than the highest door count total.

The door counts on the weekends now are still not as high as Phillips would like them to be and the Sunday door counts are the lowest. She spoke with branch managers and while Sunday door counts are growing, they are in some locations not in the double digits. We are at a unique time to discuss this because we are still in that opening up phase. Phillips requests that the libraries close during the Thanksgiving weekend. Ideally she would like to close during the 4<sup>th</sup> of July weekend, Veterans Day weekend, and Labor Day weekend so staff are able to have the full weekend. If your advisement is that that might be too much, I would at least request the Sundays if the libraries are closed on a Monday.

**MOTION:** Trustee Montoya made a motion to accept the requested weekend closures as presented.

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

**DISCUSSION:** None

**VOTE:** Approved unanimously.

**D. Board of Trustee Social Media Participation: Chair Irene Grimes**

Over the last few years, Grimes has realized that social media matters and would like to discuss having the trustees do a post every other week. Nora Armstrong came up with the idea of "Trustee Tuesday" where trustees could talk about whatever library related topic they want to post about, such as great service you received from a staff member or a book that you are reading. A few board members shared that they are not on social media but would be willing to send a post to library staff via email to post on the library's social media. The board members decided to keep the process casual and that anyone interested in sharing a post on the library's social media would email the information to Nora Armstrong or Heather Hall. There is value in recognizing library staff members.

Phillips suggested a couple things for the trustees to keep in mind, there is a "Trustee Award" which we will put on next month's agenda to create that nominating process.

**E. Other Business: None**

**VII. ADJOURNMENT**

With no other business to discuss, Chair Grimes adjourned the meeting at 10:16 a.m.