

CUMBERLAND COUNTY PUBLIC LIBRARY

MINUTES LIBRARY BOARD OF TRUSTEE MEETING JANUARY 19, 2023

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, January 19, 2023 in the Boardroom at the Headquarters library.

Trustees Present: Chair Irene Grimes, Vice Chair Ann McRae, Trustees Dennis Cedzo, Daniel Montoya, Gloria Nelson and Pamela Story

Trustee Absent: Bart Fiser

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/promoted staff (see table below), Service Award Recipient (see table below) and Admin. Coordinator to the Director Marili Melchionne

Others Present: Friends of the Library Board Secretary Casie Dowd

A. INTRODUCTION OF SPECIAL GUEST: Grimes introduced Friends of the Library Secretary Casie Dowd who gave the following report on behalf of the Friends of the Library Board:

- ✓ There are now 237 Friends members for 2023 – which is a great number of members!
- ✓ Upcoming Book Sales – February 20th is the Member's sale and the public sales begin Friday, February 24th thru Sunday the 26th.
- ✓ You may know that the Friends will have their annual meeting/author event and the speaker will be Brendan Slocumb (author of "The Violin Conspiracy"). It is on Sunday 1/22 starting at 3:00 in the Pate Room. You can purchase a book for \$25 for him to sign.
- ✓ If you have not renewed your Friends membership you can do so at 2:30, prior to the event on Sunday – a table will be setup in the lobby for that purpose.

II. APPROVAL OF TODAY'S MEETING AGENDA

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

SECOND: Vice Chair McRae seconded the motion.

DISCUSSION: None

VOTE: Approved unanimously

III. SWEARING IN: Director Phillips administered the Oath of Office to newly appointed Trustee Gloria Nelson. Those in attendance welcomed her with a round of applause. Nelson shared that she retired from the library in 2019 after working for the library for 27 years.

IV. APPROVAL OF THE NOVEMBER 17, 2022 REGULAR MEETING MINUTES

MOTION: Vice Chair Ann McRae moved to approve the November 17, 2022 meeting minutes.

SECOND: Trustee Story seconded the motion.

DISCUSSION: None

VOTE: Approved unanimously

V. DIRECTOR'S REPORT – Presented by Director Faith Phillips

A. Introduction of library staff: Director Phillips introduced and celebrated the following staff members:

Newly Hired Staff:

Name	Title	Branch Location
Samantha Lewis	YS Librarian I	Headquarters
Brittany Copeland	YS Library Associate	Headquarters
Andra Hyde	Library Associate	Headquarters
Sarah Blackmon	Library Associate	Hope Mills

Promoted Staff:

Name	Title	Branch Location
Robin Deffendall	Adult Services Librarian II	North Regional
Denice Enstine	Library Associate	East Regional

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

Name	Title	Branch Location	Years of Svc.
Jacob Toomey	Library Associate	Hope Mills	5

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

1. Internship program with ServiceSource, Inc. and Cumberland County Schools for students in the Works for Me occupational program:

This is an initiative that the library is working with the schools and ServiceSource, Inc. The program will give students with intellectual and developmental disabilities on-the-job experience. We have gone through the logistics and met with the school systems and we are working to get the documentation ready and then we will work to deploy the program. We are very excited to have that program going on in our libraries.

2. Partnership with Service Source, Inc. to open a Coffee Shop at West Regional library hiring individuals with disabilities:

The library received a proposal from Service Source, Inc. and we are seeking grant funding for startup capital costs. ServiceSource, Inc. has the funding to pay the employees and we will provide the building. It is an opportunity for individuals with intellectual and developmental disabilities to get on-the-job work training in a location with a warm and nurturing environment. We're hoping to have a coffee shop at our West Regional branch this year.

3. Partnership with the Dept. of Public Health for a Mother's Room:

Dr. Green reached out to Phillips and let her know that the Health Dept. has funding available from the state to support nursing mothers in our communities. They have funding to put in a "Mother's Room" in one of our library locations for nursing mothers who would choose to use a Mother's Room.

We are working to identify space at our West Regional Library where we have an excellent place for it and they have a large population that comes to story times to support that. Our libraries will be certified as breastfeeding and nursing locations.

4. Peer Navigator roll for library:

We are working to have a Social Worker/Peer Navigator roll at Headquarters library. Phillips is working on identifying which position to convert and this is a goal for this year.

Phillips has talked with staff and there is a lot going on in our community. We want to have support in our locations for our community members. Public Health has a social worker on staff (Orlando) and he has been coming here to headquarters and some other locations to assist when needed, but we want someone on staff so that staff can call about customers who need assistance. Someone who can be a peer navigator for them.

Grimes: Does the social worker come here on a regular basis or does come by when he is called?

Phillips: At one point Orlando was working with the Headquarters Manager and he was here on a regular basis to observe what's going on. Orlando is super responsive and has been a huge support for our staff.

5. Adult Mental Health First Aid:

In March we will be working with Alliance Behavioral Health to have Adult Mental Health First Aid training for all staff. This will be a day-long initiative and we'll rotate through locations which means we will be closing some locations for a day but it won't be the entire system at one time.

6. Hot Spot Marketing:

Another success story, we have the 100 hot spots that we received from the state. At first the circulation was ok but during a leadership team meeting, the team came up with a way to market the hot spots. The idea was to put a quarter sheet flyer in patrons' books – and now we have a wait list of over 30 people.

7. Headquarters Vision Update:

Phillips showed several pictures and spoke about the different things that will be installed on the second floor of the Headquarters library. In the month of February, thanks to an LSTA grant, there will be a Giant Light Bright for kids of all ages.

The children's stacks will be moved in to the area where the adult fiction stacks are because we plan on bringing story time out into the area where the children's stacks are to make it an open, engaged and active location. We ordered new furniture to create and section off the story time space. Walls will be painted which will bring pops of color upstairs.

We will be making the current story time room into a makerspace. We have already purchased 3D printers, we have Dremmel 3D40 printers where we can watch time lapsed videos of things being printed. We're also getting different types of robots for all different skill levels. The idea is to provide access. Even some of the small robots are super expensive. Another thing that goes with the library's vision, and mission of access to information to our community is in access to technology, it's just a step up from computers. Folks engaging, working together and collaborating. Exploring, transitioning not just from consumers of information & technology and content but to creators of that content and understanding that they have the power to do it.

We will also be doing sensory inclusion which is a huge element of what we want to do because we want our libraries to be welcoming spaces for everyone. That includes bubble tubes, we have one already and we're going to put it upstairs as part of the interactive vision. It's an 8 foot tube of water and you can change the colors. We're doing sensory elements so that everyone that comes into our library can experience it and have meaningful interaction in some way.

We also want to support teenagers. They love games, so we want to create teen spaces where they can gather in safe environments and play games. Heather is working to purchase modular seating, Nintendo switches for all the locations, games that can support solo players up to 4+ so they can participate in gaming tournaments.

Programming a big part of this vision and grant. Money was built into the grant to bring outside programmers in so we will have science and coding programs; the Raleigh Museum of Natural Science may or may not be bringing snakes, spiders and lizards. Not only is it an opportunity to have programming where it is a lower burden on staff, but it also presents a training opportunity where programmers can observe the program.

We have started doing some STEAM and some Sensory Inclusion Training for staff. The day before the Winter/Christmas Holiday break some staff came over and we did a training with some robots. The whole idea was for STEAM programming. One, we don't have to have it all planned out because it's about using the technology and learning to be the expert along with the person that you're teaching.

Tuesday we had the Community Engagement Administrator and the Accessibility Services Coordinator from Durham County Library come and do a Sensory Inclusion Training for staff. There were two sessions and very good practical implementation tips of sensory inclusion in programming.

You may be aware that each year the Commissioners put together a Federal Legislative Agenda; so where does the library fall on this? There is Museum & Library Services and the two initiatives that are on the Commissioners Federal Legislative Agenda related to Museum and Library Services are funding for social work professionals in libraries (More Social Workers in Libraries Act) – that Act will provide more federal funding for more social workers in libraries) and Children's Science Museum – seek grant funding to expand library services with the creation of a science museum for children. Phillips has conveyed this to County Management and the Commissioners put it on the Federal Legislative Agenda for our Federal Lobbyists to push for the act because that will provide federal funding for more social workers in libraries.

Another aspect of things they have on there is with this inclusion and with the interactives that we're working on, how can we have more children's science museum elements in our library. It's to activate our spaces, to bring different types of access and different types of learning.

Our focus is to see if we can bring in other items that are interactive and STEAM focused which is Science, Technology, Engineering, Arts and Math and "Arts" includes reading, literacy, painting, all of the arts. What can we bring in...maybe some things in our collection, maybe it's a rotating exhibit, what does that look like? We want to have a vocational focus, like what are some things that might lead into careers for folks in our community? Heather Hall has gathered information from homeschoolers and members of our community. She's asked them what is the one thing that they need for homeschooling that you weren't able to purchase i.e., microscopes.

8. General Updates:

Phillips let the group know that as of tomorrow she will officially be the President of the NC Public Library Director's Association (NCPLDA) which is the state-wide association for library directors. I'm very excited about that because it's an opportunity to get ideas from other directors and to support other directors throughout the state and really work on that network.

On a personal level, I am the instructor for the Graduate Seminar in Public Libraries at UNC Chapel Hill's School of Information and Library Science. I take personal time on those mornings because it is a personal commitment. I am teaching the graduate students at SILS who are interested in coming to public libraries.

V. OLD BUSINESS

A. Discuss cost and options for Streaming/Posting Board of Trustee Meeting recordings on library's website – Director Faith Phillips

There was a question at the last meeting about streaming. I know we had been talking about streaming the Trustee meetings. I submitted that request to our Public Information Office Director and our Information Technology Director. They are working to get us the cost and the effort involved for streaming. They are

evaluating streaming within the county and the quality that it provides even for the commissioners' meetings. Right now streaming would have to be done from Room 564 at the courthouse and I know there was a question about staff involvement. For streaming, in addition to the staff members from the library, they would have to go to room 564 for the meeting. Then it would take 3 to 4 staff members from PIO and IT combined to stream the meeting. They would need to be there 30 minutes before the meeting to get everything situated, the time of the actual meeting and then 30 minutes after the meeting.

Grimes: In other words they're considering doing away with streaming?

Phillips: No, it is about the quality and the upgrade of equipment. They are evaluating the quality of the microphones, how its done and better ways to stream meetings.

Grimes: I don't think that streaming from 564 is realistic, I think it is a waste of time for everyone to go over there in order to stream the meetings. My initial reaction is that I don't think our reach is that broad. I need to think about what you just said.

VI. NEW BUSINESS

A. Book Challenges – Chair Irene Grimes:

I have Friends who are media people in the school system at various schools and in November a couple of them mentioned that books had disappeared out of their catalog. The physical copies of the books are there but they disappeared out of the catalog and the assumption was that someone had challenged those books.

In one specific instance, the school librarian said that there were about 50 books that disappeared out of their catalog, therefore, students were unable to check them out. By this week, only 3 of those books out of the 50 have been returned. This caused me to become a little more aware of the process. When someone challenges books, even if they come back, it's not an over night process. When someone challenges a book, there is a process and I think there is a committee of people who read the books and make a decision.

What I'm trying to say is that when book challenges happen, it's not, ok, this happened, we brought the books back after a while and it was all ok, because for that period of time, there are a lot of people time that is taken from something else, in order to evaluate those books. I think we all need to be a little more aware and I don't know what we as a board can or cannot do about it if this happens in the library. I asked Director Phillips to explain the library's process.

Phillips: I am not sure of how things work in organizations other than public libraries but in the early 1990's, there were book challenges here at CCPL. When I started here, I read the documentation and realized that former Library Director Jerry Thrasher set up the library system for success. We have an excellent collection development and book review policy. In our trustee policies, on page 5 of section 1, it states:

“Reconsideration of Library Materials:

Should a member of the community question the placement of a book or other material in the collection, he or she may submit a “Citizens Comment on Library Materials” form to the Library Director. This form is available from the Deputy Director. The patron will receive a written response to their concerns.

Appendix

The Library Board of Trustees for Cumberland County Public Library & Information Center includes as a part of its statement on materials selection the:

1. Library Bill of Rights
2. Freedom to Read
3. Freedom to View”

Phillips reiterated that as a public library we maintain the standards of ALA, Freedom to View, and Read. One of the things that Director Thrasher did during his tenure to address some of the book challenges was to create the juvenile library card. We maintain as a system that it is not the responsibility of library staff members, but it is the guardian's responsibility to make sure that they are reviewing and monitoring what is read by the child/ren in their care.

Pamela Kource: Even more than the challenge part, in the collection, everything follows the policy. It says the library acknowledges that not every book is everyone's taste and that we're not endorsing any view points. We are providing access to the information and that there will be things that are going to be offensive. As far as the challenges, it doesn't start there, each front line staff member is expected to be able to discuss a customer's concern for a particular item and they can explain the policy and if they are not happy, they can pass it along. It is rare that it gets to the level of the deputy director because the front line staff members are trained on how to respectfully address customers concerns.

Daniel Montoya: Is there a procedure or process that someone can go through to challenge a book?

Phillips: Yes, if someone has a question about a book, they would go to the front line staff member and it would be addressed. If there are additional concerns, that staff member can give the customer the form and it would be taken to the deputy director.

B. Trustee Sign up to attend 2023 Friends Board Meetings – Chair Irene Grimes:

Chair Grimes passed the Friends meeting sign up sheet around for the board members to choose a meeting to attend.

C. West Regional (WRL) Branch Report – Branch Manager Andrea Gehringer:

Gehringer presented an overview of four facilities-focused branch initiatives from 2022 – teen space project (phase 1), adult shelving project, children's area project, and corridor seating project – highlighting how each project has added to the navigability, usability, and aesthetic enjoyment of the branch.

The teen space project relocated two centrally-placed shelving units, resulting in a wall-mounted collection and open floor area that allows for forthcoming teen furniture and technology. WRL's Teen Librarian will begin hosting programs in the new space starting early February.

The adult shelving project involved the emptying, disassembly, cutting, reassembly, and refilling of each shelving range, allowing for wider, more browsable aisles, more accessible shelf heights, and increased natural light in the main area.

The children's space comprised multiple small projects to consolidate children's materials and activities in one location: repurposing the Children's Activity Room as the story time space/play area, creating a new shelving location for beginning readers, and unifying the juvenile nonfiction collection. These changes were made to increase usability for families with children across age ranges and reading levels, as well as to provide a welcoming space for all youth.

The corridor seating project utilized open space created by material relocation to create a highly-visible seating area that invites customers to browse conveniently located new materials and periodical displays. Close proximity to the service desk also allows for easy access to assistance as needed.

WRL now awaits the purchase of new technology and furniture via LSTA grant funding to move forward with the teen space project's phase 2 and future projects throughout the branch.

D. Other Business:

Trustee Story let Director Phillips know that she is very excited about all of the creativity, ideas and energy. Just to see all of the exciting things that you have planned, I just want to say this for the record, it is just so exciting and I want to give you kudos, you're doing an excellent job! Being from Fayetteville and having grown up coming to this library, change is necessary because without change there is no growth. From my heart, I want to salute you and your awesome team!

Phillips thanked Trustee Story and let the group know that she is passionate about the profession and providing access and how we can serve our community; and to see people discover, create, learn, enrich, all of those action verbs. I'm also excited about helping staff achieve their visions and none of this would be possible without the ability to work with staff. The whole vision started with the branch manager saying, "I want this to be a place where people want to take a picture." and we discussed that vision. We are working with them to develop in the profession and to think a bit differently which is really a joy for me.

VII. ADJOURNMENT

With no other business to discuss, Chair Grimes adjourned the meeting at 10:25 a.m.