

CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

MINUTES LIBRARY BOARD OF TRUSTEES FEBRUARY 20, 2020

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, February 20, 2020 in the Boardroom of the Headquarters library.

Trustees Present: Chair Belinda Wilkerson, Vice Chair Irene Grimes, Dennis Cedzo, Ann McRae and Brian Tyler

Trustees Absent: Jeremy Fiebig and Katrina Tiffany

Present from the Library: Director Jody Risacher, Programs & Services Division Manager Nora Armstrong, Collection Development Division Manager Pamela Kource, Cliffdale Branch Manager Mary DiRisio, West Branch Manager Jennifer Hatcher, East Branch Manager Amanda Dekker, HR Manager Marisol Diaz-Harris, North Regional Branch Manager Mary Campbell, Business Manager Fabienne Narron. New and newly promoted staff (see table below in IV.A.) Service Award recipients (see table below in IV.B.) and Admin. Coordinator to the Director Marili Melchionne

Others Present: Friends of the Library Headquarters Branch Representative Vito Amoroso

A. INTRODUCTION OF SPECIAL GUEST(S):

- Chair Wilkerson welcomed and introduced Friends of the Library Headquarters Representative Vito Amoroso and he gave the following report on behalf of the Friends Executive Board:
 - ✓ There are now 331 Friends members for 2020. This is a high number for this time of year.
 - ✓ Last week's book sales were very busy and successful with a total of \$11,040 in revenue and \$1,774 in membership revenue.
 - ✓ The next Friends board meeting is March 3 at the North Regional Library. Trustee Chair Belinda Wilkerson is scheduled to attend that meeting.

II. APPROVAL OF TODAY'S MEETING AGENDA

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

SECOND: Vice Chair Grimes seconded the motion.

DISCUSSION: None

VOTE: Unanimous

III. APPROVAL OF JANUARY 16, 2020 REGULAR BOARD MEETING MINUTES

MOTION: Chair Wilkerson moved to approve the January 16, 2020 minutes.

SECOND: Trustee McRae seconded the motion.

DISCUSSION: None

VOTE: Unanimous

IV. DIRECTOR'S REPORT

- A. Introduction of new and newly promoted staff:** Risacher introduced the following new and newly promoted staff:

Name	Title	Branch Location
Amanda Dekker	Branch Manager	East Regional
Marisol Diaz-Harris	Personnel Manager	Headquarters
Jessica Parter	YS Librarian I	West Branch

B. Service Award Recipient: Director Risacher recognized and honored the following staff members for their years of service with the library:

Name	Title	Branch Location	Years of Svc.
Nathan Whitt	IS Librarian II	Cliffdale	10
Ginger Hewett	Library Associate	Spring Lake	15
Dagmar Aerdelman	Admin. Support Specialist in Personnel	Headquarters	20

C. Director’s Update – Director Jody Risacher

In addition to presenting photos and brief information on a variety of programs held at various branches, the following items were reported upon:

1. Library’s Five Year Long Range Plan (LRP) Needs Assessment Review Meetings:

Consultant Dr. Anthony Chow presented the library’s LRP needs assessment report (over 140 pages) to the steering committee on January 29, 2020. *Fayetteville Observer* Columnist Myron Pitts is a member of the of the committee. He interviewed Dr. Chow and wrote a column. The next step of the planning process was for staff to meet. On February 18, around 30 staff members met at Cliffdale branch to review the needs assessment report with Dr. Chow. Working in small groups, staff developed statements for Vision/Mission, Values/Competencies, and Goals/Objectives. The walls were covered with pages of these concepts and ideas. Staff voted for the strongest statements. Dr. Chow will take the information recorded and compile the key and dominant concepts within those categories.

2. STARLAB Planetarium Programs:

The library was able to purchase an inflatable STARLAB Planetarium with an LSTA grant (federal funds awarded by the State Library). Five schools received the STARLAB in January. Nearly 1,500 participants attended these programs. One photograph shown on the slide was taken from inside the STARLAB. YS Library Associate Debbie Jordan heard several students say that they would be coming to the library to find out more information about space. The STARLAB will be scheduled for many other schools in the next few months. A height requirement must be met to ensure a sufficient amount of clearance. Some schools do not have the required space, unfortunately.

3. Family shares Crazy Horse’s Story:

At Headquarters on February 16, a family member of the famed Native American leader Crazy Horse presented a biography of his relative. The Friends of the Library received a substantial amount of proceeds (20% of books sold). This was solid evidence that many books were sold.

4. Weather Programs:

Ten weather programs were scheduled at North Regional library in January. There were 1,055 students in attendance and they represented 14 schools. Students enjoyed the presentations that were made by meteorologists from Spectrum news Simmons, Army Airfield Weather Station Operations and CBS 17.

5. Cumberland County Schools Career and Tech Education Pathways Fair:

Library staff hosted a table at this event. Thirty-five middle school students attended the first day of the fair and 62 high school students attend the fair on the second day. Many were surprised at the range of positions offered within a library.

6. Library Endowment Fund Committee Update:

The committee met on January 29, 2020 and set goals for 2020. The February meeting was cancelled and the next meeting will take place on March 24.

Vice Chair Grimes asked if certain programs were streamed live. Risacher responded that the library is not currently streaming. Programs & Services Division Manager Nora Armstrong contributed that streaming is of great interest.

Grimes also asked about the turnover at the library – is it higher than in other county departments? Risacher reported that overall it is the same county-wide. The County Manager has a county-wide plan in place to upgrade salaries and take other actions to retain staff. Risacher reported that she had just been informed that the library is able to advertise a salary range rather than just the minimum salary if there are budgeted funds in that position. This is a helpful tool in recruitment.

V. OLD BUSINESS

A. Review and Approve FY 2021 Budget – Director Jody Risacher:

Business Manager Fabienne Narron was introduced. Revised budget books were distributed to the trustees. Risacher reported that some additional funds were located in a line. These funds were initially budgeted for software that only the former community relations staff used. The software will now be paid for out of the County Public Information Office (PIO).

The memo included with the budget binders provides more details on how the library approaches the budget. Last year, the library was discouraged from requesting the additional Page positions. Those positions were needed last year but other departments requesting positions impacting health and safety were given priority. The Page positions are requested this year.

The other supplemental item is the replacement of the aging security gates for each branch. The gates determine our effectiveness in safeguarding the library's physical resources.

Trustee Cedzo asked if the library enters each year with the same number of positions. He noted that the number in Personnel is the same for the previous year. Risacher explained that the same amount is generally used each year in Personnel. The library does not have the authority to change the amount allocated for personnel. If there is a Cost of Living Adjustment (COLA) then that will be reflected in the adopted budget. She added that the library focuses on the operations part of the budget.

The consultant's research shows that the library is behind the state average in e-Resources. Additional funds were added to that line item. The library also hopes to be adding a limited streaming service next year. DVDs will not be eliminated. The *Freegal* service (streaming music) was added this year.

Vice Chair Grimes asked about the increase in the Computer Software line. Risacher asked Business Manager Fabienne Narron to respond. Narron shared that there were several things that contributed to the \$21,573 increase. A Demco product (Sign-ups & Spaces) had been moved from the Databases line item. There were also increases in other subscriptions.

Grimes also inquired about the increase in the Janitorial line item. Risacher referred to the explanation for that line item increase in the memo, "purchases from Uniforms line were moved here."

Regarding library revenue, specifically fines and fees, the amount has been steadily decreasing over the years due to software developments which make it easier for people to renew or be reminded to renew their materials. There is also a new service in place which will continue to cause a decrease (an automatic renewal).

During the planning process there was discussion about eliminating fines & fees for children's books. That is a nation-wide trend. Several libraries in North Carolina have eliminated fines and fees. Research shows that fines and fees are barriers to use by parents. The unfettered access to books is critical to community literacy rates. Grimes asked Risacher where would the displaced revenue be found in the library's budget if fines and fees were eliminated. Risacher stated that the library could not carry such a loss.

Trustee Cedzo inquired about the \$50,000 budgeted for Unique Management (UM), the collection agency. Risacher agreed with Cedzo that if fines and fees for children's materials were eliminated there would be a definite impact on revenue. Risacher explained how UM works. If a customer has fines or fees over \$25 the account is given to UM and the customer's account is charged \$10. Of the \$10, \$8 will be paid to UM if the overdue account is collected. This arrangement is budget neutral for the library.

Cedzo stated that it would be interesting to see how much the library receives back with \$50,000 invested. He suggested that there are collection agencies that will do "fee contingent" rather than paying a regular monthly fee.

Trustee Tyler verified that the payment to UM is contingent on the collection of fees and it was clarified by Collection Development Division Manager Pamela Kource. Risacher offered a report on UM at a subsequent trustee meeting.

State Aid: State Aid payments are unpredictable each year for budgeting purposes. Currently, there is no state budget. The library received its annual letter in the fall from the State Library with notification of the library system's (by formula) portion of state aid. It was higher than expected. A budget revision was requested and most of the "extra" funds were used to purchase new door counters for all locations. It was noted that because the State Aid allocation is variable, the previous year's amount is usually carried over.

MOTION: Trustee Brian Tyler moved to approve the FY 2021 budget.

SECOND: Vice Chair Grimes seconded the motion.

DISCUSSION: See above

VOTE: Unanimous

VI. NEW BUSINESS

A. Innovation and E-Resources Team Report – North Regional Branch Manager Mary Campbell

Campbell is the chair of a staff committee which reviews potential service innovations, including electronic resources. She highlighted the access points to e-Resources from the library's webpage as being under *Resources and Research* and *Free Downloads*. The eBook, eAudio and eMagazines areas saw the most growth (25%) last fiscal year ending June 30, 2019. The school visits and provision of school access cards to teachers for classroom use is credited with the increase as well as the expansion of eMagazines on the **NC Digital Library** site. **Freegal** is a new music streaming service added October 2019 and already 11,000 songs have been downloaded or streamed. **Author Alerts** is another recommended new service.

B. Other Business: None

VII. ADJOURNMENT

With no other business to discuss, Chair Wilkerson adjourned the meeting at 10:02 a.m.