CUMBERLAND COUNTY PUBLIC LIBRARY

MINUTES
LIBRARY BOARD OF TRUSTEE MEETING
MARCH 17, 2022

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.

Trustees present in the Headquarters Boardroom: Chair Irene Grimes, Vice Chair Ann McRae, Bart Fiser and Ariel Matthews

Trustees present via GoToMeeting: Dennis Cedzo (Phone), Jeremy Fiebig and Pamela Story

Library staff present via GoToMeeting: Library Director Faith Phillips

Library staff present in the Headquarters Boardroom: Community Engagement Division Manager Nora Armstrong, Collection Development Division Manager Pamela Kource, Programs Division Manager Carla Brooks, Facilities Manager Nate Mahaney, Business Manager Fabienne Narron, NRL Intern Sarah Goggio and Admin. Coordinator to the Director Marili Melchionne

Others present via GoToMeeting: IS Technical Support Specialist Danny Miller and PIO Communications and Outreach Coordinator Loren Bymer

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, March 17, 2022.

A. INTRODUCTION OF SPECIAL GUEST: NONE

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. APPROVAL OF THE FEBRUARY 17, 2022 REGULAR BOARD MEETING MINUTES

MOTION:	Vice Chair McRae moved to approve the February 17, 2022 minutes.
SECOND:	Trustee Fiser seconded the motion.
DISCUSSION:	None
VOTE:	Approved unanimously.

IV. DIRECTOR'S REPORT

A. Introduction of Intern: Director Phillips introduced Sarah Goggio who is currently an intern at North Regional Library and expressed that she was grateful that Goggio chose to do her internship at our library. Phillips invited Goggio to tell the group about herself, and wished her the best of luck.

B. Introduction of Heather Hall, Interim Library Deputy Director. Phillips let the group know that Hall, as the Learning & Innovation Coordinator, had given a report at the February trustee meeting on Innovation and E-Resources. Hall has agreed to fulfill the role of Interim Deputy Director for the Library System and she was unable to be here today due to a death in her family. She will be attending future trustee meeting and we are very excited for her to take on this new role.

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

   1. **Library Updates:**
   Expansion of Sunday hours for Headquarters library: The Headquarters library will be open Sundays starting on April 3rd from 2:00 to 6:00 p.m. The Sunday opening of Headquarters had to be paused in to COVID-19 numbers, but now the numbers have decreased and we are in a lower area of transmission.

   On Monday, April 4, 2022, all libraries will open their meeting, study, conference rooms to be used by our community.

   Our county buildings are now "mask optional" and the library's programming numbers will now be capped at the number of people that can be socially distant in a room. Of course this will vary based on the room. Originally we were capped at 25 people in the room.

   The library has received permission from County Administration to have Staff Development Day on Wednesday, May 4th. All libraries will be closed on that day. Board members were invited to mark their calendars and be part of the luncheon and afternoon activities at the Crown Coliseum. Heather Hall and her team spent a long time putting together great activities for the event. With it being held on Star Wars Day (May 4th), Star Wars apparel is always encouraged.

   2. **Story Telling Festival:**
   The story telling festival is in full swing. The kick-off event was on Friday, 3/11 at Segra Stadium and was quite successful in spite of the weather. For the eight sessions, there were over 350 attendees. There are four more sessions taking place next week and Program Division Manager Carla Brooks shared the details. Phillips thanked Brooks and her team, Community Engagement Division Manager Nora Armstrong, Emerging Adult Services Specialist Jessica Jones and Interim YS Librarian II Katie Waltz for their hard work to make this festival a success.

   3. **Friends of the Library Update:**
   For 2022 there are now 314 members. The February book sale revenue was $8,706 and Trustee Dennis Cedzo is the one who signed up to attend the May 3rd Friends meeting.

V. **OLD BUSINESS NONE**

VI. **NEW BUSINESS**

A. **Review and Approve the FY 2023 Library Budget – Director Faith Phillips:**
   Phillips invited the group to take out their budget books and she wants to talk about the library's strategic goals and highlight a few things in the budget and give some additional insight on the additional requests that were made.

   You're going to see the new strategic goals in our budget request. For example, with our new Community Engagement Division and our Digital Navigators, they are going to be out on the road more so we will have increased budget costs. Phillips noted that the library's programming supplies and money for performers had been completely sponsored by the Friends of the Library and we are very grateful for that sponsorship. With some of the fiscal changes that we are making with the Friends and the Library, the Friends will become an agency that works to supplement the programming funds that we're getting from the county.

   We have added in $20,000 for programming funds into the library's budget. The Friends are going to be granting money to the library to help supplement those funds.

We will be implementing *Library Aware* which is a marketing software that will allow staff to be able to create their own flyers and book displays, etc. It's all going to be under the branding and marketing guidelines of the Public Information Office.

Things that have also increased in this fiscal year is our security costs. The cost of security, subscriptions and databases go up which are things that go up every year. With these additional costs we looked really hard to offset costs and one thing that I want is a zero balance budget. I want to use evidenced based budgeting and to make sure that our data is going into our budget We looked into different things on how to offset costs. We're no longer paying for a collection fee service (Unique Management). Facilities Manager Nate Mahaney did a great job looking at our unused phone lines and because we had been paying for those phone lines, we are removing them. We have worked to improve the efficiency of our buildings and to decrease our utility fees. We're going to be evaluating on how to decrease our printing.

Looking at the budget summary on page 4 of your budget book you will see our regular library budget and I want to bring your attention toward the bottom of the page, the line that says "total operating." This is the line that I focus on because within our budget there are personnel items, including salaries, longevity, social security; those types of things are going to go up. With that I really focus on the operating budget.

You'll see in Fiscal Year 22, our Adopted Budget was $2,242,411 dollars. With all the changes, the cost of fuel going up, adding *Library Aware*, adding $20,000 in programming, and with the printing being under us now, we are only requesting $9,883 more in our operating budget than last year. I am proud of that because that just shows that we have worked to be effective and efficient so that all of the additional costs were less than $10,000. Phillips offered to answer any questions.

Trustee Dennis Cedzo: The fuel, of course, the concern being with the number of movements that have occurred in the last few months, I know you are planning on having a lot more travel associated with the fuel consumption, have you taken into account the projected fuel increases for the balance of this calendar year into next year?

Director Phillips: Absolutely, Fabienne and I had put in a lower number for our fuel costs and then, keeping abreast of the rising fuel costs, we decided to increase the projection to the amount you see.

Cedzo: Thank you. In your narrative you talked about certain items that have operating expenses moving up of course security, I understand the need for security, especially at Headquarters library; and databases. I think you also mentioned subscriptions, but when I looked on that line item, unless I'm reading it wrong, I see it decreasing a small amount. I don't know if there were other lines that you were incorporating in your narrative regarding subscriptions.

Phillips: Actually that is a good question. Pamela Kource can you answer that question?

Kource: Database subscriptions increase every year.

Phillips: I apologize Dennis, I don't have the answer off the top of my head, I'll get back to you on that.

Cedzo: That's not an issue because the databases are significantly up over $15,000 so it makes sense if you are incorporating that, it makes more sense.

Kource: Magazine subscriptions are part of the book budget, they are not a separate item so when we are talking about subscriptions, it is usually digital.

Trustee Ariel Matthews: You talked about increasing vehicle usage and the gas, but maintenance and repairs is staying consistent, but with more usage, is that realistic?

Nate Mahaney: The maintenance and repair, that is our own fleet. Over this year we have reduced the fleet by one vehicle so even though the costs are going up, with getting rid of one vehicle, the costs are offset.

Matthews: So we're planning on increasing usage from before?

Mahaney: Right, what you're seeing on that is not directly tied to fuel usage.

Matthews: Right, I'm looking at the maintenance and repair costs, will that be affected by anything?

Mahaney: No, because we have reduced our fleet by one vehicle which will offset the cost.

Matthews: I have another question. On page ii regarding the justification of the microfilm, you wrote about wanting to increase because it needs replacing; is microfilm the best way to preserve what is going on or should this be a digitization effort? Why are we sticking with microfilm?

Kource: With digital versions you have to buy an annual subscription for customers to access and its very expensive and sometimes not available. Yes, microfilm does degrade over time. Because there was a change in ownership of the Fayetteville Observer, there was difficulty in getting replacement reels for a couple of years while they decided on where to contract for microfilm services so we are behind with replacement orders. We have to purchase tens of thousands of dollars worth of replacements for degraded reels.

Matthews: Is that not a better option moving forward?

Kource: It's access for a certain period of time, it's not purchasing.

Trustee Bart Fiser: We got rid of the collection fee going down to zero. Does that correlate to the revenue section where your book fines are worth $100,000 but now it is a negative amount?

Phillips: Yes it does correlate. Originally the library was paying for a collection agency (Unique Management) and the fee was at least $40,000 a year. When we did the request to go fine free in August 2021, the Commissioners took it a step further and they took away the charges for the fines for lost or damaged books, so that amount of revenue is affected.

Fiser: That was the question I didn't realize it was in direct correlation with the fine free had passed – that makes perfect sense.

Phillips: I also want to point out that when you look at the revenue, one thing that you will see is the non resident fees, how it is steadily decreasing. One reason that it is decreasing is every time that there is a library that is near us that becomes a part of NC Cardinal, (meaning we share resources) so we have seen a decrease each year in the revenue from non-resident fees (customers who live outside of Cumberland County) when that happens.

Matthews: On the computer software, you talked a lot about getting laptops, are those going to require additional software than the desk tops or is that already included in the laptop acquisition costs? You said that was with a grant, correct?

Phillips: The laptops that we're getting as a part of the grant, everything is covered under the grant, so there won't be any additional costs. If you look in the additional requests, on the memo page, I had four different additional requests that I put in for the budget for the different departments and they are broken down with technology requests, maintenance & repair and capital improvement. We have started at Headquarters and we want to transition our public computers into a laptop model. This allows our customers to have flexibility within the building. They can work in groups, they're not in a traditional kind of "we're looking at you" lab where it's really confined on where they can go. The request is for $21,448 extra dollars with the "refresh."

There is a cycle of refresh with our public computers which ITS does on a regular schedule. In order to do that I am asking for $21,000 extra dollars because laptops cost more than PCs. There is no extra software costs because it would have everything on it that we would have on a PC, I'm just asking for it to be in a laptop form.

Moving on, for number 2 which is my top priority budget request is to update our TechLogic and circuit hardware and software. That is our entire software package that helps with our check in and check out, it's updating the gates, the check in pads, and the self checkouts. It would be a total of $174,160 over four years.

One thing that I want to do is when we make an investment I want to make sure that we're making the investment the best way we can and we're maintaining it. The investment to do the Tech Logic and the circuit was approximately $450,000 and there was no refresh, no updating built into that and I want to make sure that we do that so we can use it to its effectiveness.

With the update, we will be able to utilize a software called *Base Camp* and this software will allow us to get down to the hour data and analytics on our door counts and checkouts. That will help me have an evidenced based budget. We have been having conversations with our ITS department on what our key performance indicators are so we can do better evidenced and data based budgeting.

We are working to have a dashboard created with the ITS department where we can pull in all different information. We're talking GIS heat maps of where our library card holders are, what zip codes they come from. Not what people checkout but what types of materials they check out; books, hotspots, etc. We can bring in information about our door counts down to the hour so I'm thinking about using all this data and analytics from a budget perspective. If we are looking at our hours, or if we are looking at expansion of service, I can use this data and analytics to see what hours we're busy, what hours are we not busy; I can better use my staff resources, my facilities resources based upon the needs of the community. We're really excited to move in that direction and this Tech Logic request which will allow for *Base Camp* is a part of that.

Chair Irene Grimes: You said you will be splitting it up over four years, does that mean that you will be updating an entire location at a time or does that mean for example, you would be updating all the checkout pads at all locations and then the next year you will be doing different things at all locations?

Phillips: The plan we put together was based on locations and the reason is the gates that would allow for tracking the movement of the hours and the folks going in and they are security gates. That is a large part of the expense, so we would do a few locations at a time. But that wouldn't stop us from already having the updated software for that data and those metrics.

Matthews: Will there be an effort to improve the Wi-Fi?

Phillips: Yes. The leadership and management teams have been in constant conversations about the status of technology at the library. What works well, what doesn't work well, where are some areas for improvement? We had a really good meeting with the Director of IT a couple weeks ago and discussed some of these items. He and I are going to be working to do walking audits of the technology at our locations and we're definitely aware of some of the tech challenges.

With our maintenance & repair requests for next fiscal year, one thing that was done for the library in 2019 was a Business Process Review (BPR) for the library and one large take-away was the library system security. We had a meeting with the folks in the maintenance department and we talked about having the library move to a badge-access system instead of the key codes because we want to make sure that we are on the same standard for security as the entire county so I put in that request.

Phillips submitted a capital improvement request for FY 23 because she thinks Headquarters library needs to be renovated and she wants to put in a feasibility study for the renovation. She wanted to start the conversation since it will be an 8-10 year process.

MOTION:	Trustee Matthews moved to approve the FY 2023 Library Budget as presented.
SECOND:	Trustee Cedzo seconded the motion.
DISCUSSION:	See above
VOTE:	Approved unanimously.

B. Library Facilities Update – Facilities Manager Nate Mahaney:
Mahaney introduced himself to the board members and directed their attention to the information he wanted to discuss:

West Regional library:
✓ The removal of counters and stacks
✓ In the future – removing more counters in the Youth Services area to add stacks under the windows
✓ Staff are weeding and he spoke about how the non-fiction stacks will be shorten to allow more light
✓ The branch will be going to laptops and the computer lab space will be open for other uses

Bordeaux library:
✓ The computer lab will go away and customers will be using laptops in FY 23
✓ The children's area will move into the former computer lab space

Headquarters library:
✓ All of the stacks on the second floor will be moved to the first floor
✓ Gave a brief overview of the decision to make the second floor all youth services/teen area
✓ A few trustees offered to help move books

TechLogic Capabilities:
✓ Talked about how Tech Logic interfaces with all actions from checking out a book to the security of an item being stolen
✓ Discussed the upgrade path with a new server
✓ Talked about lifecycle of the equipment
✓ He shared that about $425K was spent in 2011
✓ The new upgraded server will provide data on who and where our customers are and live.

C. Other Business: None

VII. ADJOURNMENT

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