

# CUMBERLAND COUNTY PUBLIC LIBRARY

## MINUTES LIBRARY BOARD OF TRUSTEE MEETING NOVEMBER 17, 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, November 17, 2022 in the Boardroom at 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/promoted/reclassified staff (see table below), Service Award Recipients (see table below) and Admin. Coordinator to the Director Marili Melchionne

**Others Present:** Assistant County Manager Sally Shutt and newly appointed Trustee Gloria Nelson

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

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

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

**DISCUSSION:** None

**VOTE:** Approved unanimously

### III. APPROVAL OF THE OCTOBER 20, 2022 REGULAR MEETING MINUTES

**MOTION:** Trustee Fiebig moved to approve the October 20, 2022 meeting minutes.

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

**DISCUSSION:** None

**VOTE:** Approved unanimously

### IV. DIRECTOR'S REPORT – Presented by Director Faith Phillips

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

#### Promotions:

Name	Title	Branch Location
Jaren Buckson	YS Librarian II	Headquarters
Sarah Goggio	YS Librarian I	Hope Mills
Kelly Lindsay	Branch Manager	Bordeaux
Jessica Parter	YS Librarian II	Cliffdale

#### Reclassification:

Name	Title	Branch Location
Marissa Mace	Adult Programming Librarian II	Headquarters

#### Newly Hired Staff:

Name	Title	Branch Location
Melissa Lunsford	Library Associate	Spring Lake
La Mar Marshall	Custodian Supervisor	Headquarters
Lark Milius	YS Library Associate	Bordeaux
Cheyenna Nichols	YS Library Associate	Headquarters

**First Teen Librarian:**

Name	Title	Branch Location
Jessica Jones	Teen Librarian	West Regional

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

Name	Title	Branch Location	Years of Svc.
Monica Leavell	Custodian	Headquarters	5
Jennifer Hatcher	Branch Manager	Cliffdale	10
Kathy Blanton	Library Technician	Bordeaux	15
Deborah Jordan	YS Library Associate	West Regional	25

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

**1. Update on Encampment Ordinance Enforcement Memorandum**

Phillips shared that a memorandum was sent to the Board of County Commissioners from Assistant County Manager Sally Shutt and Assistant County Manager for Community Support Services Heather Skeens. The City of Fayetteville have been taking steps to enforce the City Councils ordinance for health and safety on high risk encampments on city property. They have started with the encampment on city property across the street from the library.

In early November the City invited Phillips to participate in a meeting on November 14<sup>th</sup> so she could be aware of what was going and find out the steps the city officials would be taking and how things have been determined to be high risk.

Phillips shared some background with the group. At Headquarters library there have been an increase of incidents of after hour situations which are threats to health and safety. She did not share the details. Phillips has been working with county leadership to take steps to mitigate any items that would increase the presence of people on library property after hours who are engaging in specific behavior.

The County Manager has directed Phillips to add a third security guard to patrol Headquarters library during the day. There is a plan to work with County Information Technology (IT) staff to disable public WiFi access between 8:00 p.m. to 6:00 a.m. at all library locations. The Sheriff’s office has agreed to make evening rounds at Headquarters library. She motioned that ACM Shutt would answer any questions.

Grimes: Most of us have seen the public statements made about the homeless advocates and there was a video circulating on social media the other day. I think it would be beneficial if the Public Information Office (PIO) explained exactly what Director Phillips just said because right now, all that is out there is, “The County went across the street from Headquarters library and forced people to leave.” Of course that has created the perception that there was absolutely nothing wrong, and the people were forced to go God only knows where.

ACM Shutt: It is the City of Fayetteville enforcing the ordinance that the City Council approved in August. On November 4<sup>th</sup>, the City contacted Director Phillips to invite her to a meeting because of the action they were about to take on their [the City’s] timeline. When they approved their ordinance in August, they had a 90 day implementation plan that their board supported. They are following their timeline. When they approved their ordinance, there were other encampments across the city. In the last several weeks, they have focused on the encampment across the street from the library because they identified public safety and health concerns.

ACM Shutt continued: Director Phillips did not want to share details, but the details are that there have been people placing their bodily waste in buckets and dumping the waste in the dumpster behind the library and they are going to the bathroom around the building. Director Phillips has mentioned the increase in incidents, so library staff are aware of the increased incident reports during the day. The City invited Shutt, Director Phillips, ACM Skeens (who oversees public health the Dept. of Social Services all of the health and human service agencies) to work on the homeless initiatives for the county. The three went to the meeting and were briefed about the City's Ordinance, the timeline and their enforcement plans.

They started with citations first. There is the gentleman who has been camped across the street under the tree, then there are the people who camp in the parking lot directly across the street from the Headquarters library. The City officials said they planned on writing the citations for \$500.

Cumberland Healthnet has been working with the city to go out when law enforcement is not there and try to connect to the homeless people and share resources within the community. They wanted to know what the county was going to do when they came over to library property because the City of Fayetteville cannot enforce on library property, it has to be the Sheriff's office.

We briefed the Sheriff's office and they asked us about disabling the public WiFi and the outside power. Phillips informed the group that steps had already been taken to disable the outside power.

We briefed the County Manager and County Attorney. The next steps included the Sheriff patrolling the area. Phillips has security footage that shows the number of incidences decreased when the Sheriff's team patrolled the area.

For the public WiFi at Headquarters library, IT staff can't just disable the WiFi, it has to be system-wide and county IT staff are working to figure out how to do it. The thought is that it would be disabled from 8:00p.m. to 6:00a.m.

Regarding the additional security, Headquarters is the largest library, there are two floors, and the entire campus needs to be patrolled. If any thing happens, the city police are called and the Sheriff's office also responds.

This information has been sent to the Commissioners and is on Social Media and Director Phillips will keep you all updated as we go along.

Vice Chair McRae: I'm not on social media but I know of families that do not come to this library even though it is the closest one to them because of incidents that have occurred with them and their children when they visited this library.

Chair Grimes: I do agree that public and staff safety has to be paramount. I'm also someone who thinks we have to have compassion toward homeless people, but when there is security in play, then it stops there.

Trustee Fiser: There's homelessness and then there's vagrancy. I'm thrilled that there is something being done about the situation. I've been nervous for library staff from what I've seen, general aggressiveness of some of the homeless people and that was at 9:00a.m. when I was on my way to a Trustee meeting. I can't imagine what is going on when it gets dark at 5:00.

Grimes: I just think we need to present it to the public at large.

Shutt: We will not be messaging for the City of Fayetteville.

Grimes: Right, I get that.

Shutt: We are still working with county management, the Sheriff's office and the county attorney's office about what additional things we can do. Again, we would send out a message on what the county is doing around our county facility.

Trustee Story: I would like to say too that ACM Shutt and I serve on the Homeless Advisory Council for the City and the County and many, many resources have been offered to the homeless citizens in Fayetteville. On one hand it looks a certain way and on the other hand we know that we have reached out as a city and county to offer tons of resources. The "Homeless Stand down" is going to be tomorrow to help meet their immediate basic needs like housing and employment. It is a controversial subject but we are trying to reach out and provide resources to support those who are willing to accept help. Just like human nature, there are some people who are not easy to deal with as we work on this issue of homelessness. I'm glad that this has been brought to us.

## V. OLD BUSINESS - NONE

## VI. NEW BUSINESS

### A. Election of 2023 Trustee Officers – Nominating Committee Chair Ann McRae:

McRae shared that she has had discussions with Trustees to ascertain their interest in serving as Chair or Vice Chair for 2023. Irene Grimes is interested in continuing as Chair and I will continue as Vice Chair. McRae asked for a motion to approve the committee's recommendations and Trustee Fiebig shared that if the recommendation comes from a committee then a motion is not necessary. McRae asked if all board members were in favor and all board members raised their hands showing they were all in favor.

### B. Proposed 2023 Meeting Calendar – Chair Irene Grimes:

Chair Grimes referenced the page showing the 2023 Trustee meeting calendar and asked if the board had discussed having some meetings at branches again.

Phillips: We talked about that but the branches do not have the technology like we do in the boardroom.

Grimes: About the technology – can we start broadcasting these meetings?

Phillips: We just use this technology as a voice recorder, not for broadcasting.

Grimes: Ok, why can't we broadcast? I'm never going to stop with this because you have 200 staff that could be watching the meetings.

Phillips: When this question came up previously, County Attorney Moorefield looked at how the laws are setup for open meetings. Phillips invited ACM Shutt to comment on the subject.

Shutt shared that in this situation it is not about the open meeting laws. You have to think about how you are going to capture the meetings and work with PIO. Are you asking them to live-stream the meetings or are you asking them to record them to air at a later time on the channel or to have the videos posted on your website with your minutes? She asked Grimes what exactly she is asking for.

Grimes: Personally I could live with either one of those – that would be a step forward.

Shutt: You can take the current recordings and when the minutes are uploaded to the website you would have the recording there just like they do with the commissioners meetings. If you are going to live-stream the meetings, then that is a commitment from PIO because live-stream has to be done from Room 564 at the courthouse because that is where the fiber runs. It would be this feed and there would have to be someone over at the courthouse to flip the switch to go. That's something that would have to be worked out with PIO.

But if you could take the recordings you have now and add those to your website, then interested staff could go and read the minutes and watch the video.

Admin Melchionne: Is there someone that can edit the videos before putting them on the website?

Shutt: That would be PIO staff and right now they are short staffed. Also, if you're streaming, it will pick up everything that is said.

Grimes: Can we put this on the next agenda to discuss?

Shutt: May I ask for clarification, are you going to discuss live-streaming or recording the meetings and posting those on the library's website?

Grimes: I don't want to speak for the whole group, but my personal preference would be to live-stream the whole thing. But let's put it on the agenda for January and we can all think about it and figure out if we want to do that.

McRae: One question I have is what does it cost to make that happen and does it come out of the library's budget because I know that can be expensive.

Trustee Cedzo: I think it would be prudent to put all options on the table in January. In other words, let's get an estimate of cost. Is live-streaming the most expensive, then what's the second option, taking the recording and make it available on the channel? I think the meeting minutes are readily available on the website, correct?

Admin Melchionne: Yes, they are posted on the website once they are approved.

Shutt: The minutes are the official record of the meetings.

Phillips: Just so I know while we are exploring the options, what is the target audience or target goal, because you mentioned staff. Is it that you want staff to watch because if it is we could promote staff comments which could be another option.

Grimes: I know I mentioned staff, but for me, I watch all available council and committee meetings as a citizen because I live in this county. I think part of promoting the library is having all the information out there and that would include these meetings. On the staff side, I think most of the staff do not know what we do, they don't know when we meet, and I think it would make staff feel more included and promote morale.

Story: Currently it is recorded and shown later? Or it used to be?

Grimes: No.

Shutt: During the pandemic you had the virtual meetings and we were in room 564 at the courthouse which is setup with the technology to live-stream. We also had to do that for the Board of Health.

Grimes: Back to the calendar, does anyone have questions about the calendar?

Cedzo: I just have one question, we start at 9:05a.m., is there a reason we do that versus 9:00a.m.?

Grimes: Maybe because the library opens at 9:00 and that will allow people to get in the building.

- MOTION:** Trustee Fiebig made a motion to accept the 2023 Trustee Meeting schedule as presented.  
**SECOND:** Trustee Cedzo seconded the motion.  
**DISCUSSION:** See above.  
**VOTE:** Unanimous

**C. Programming Annual Report – Division Manager for Programs Carla Brooks:**

Brooks shared the following information:

The library has been working hard over the last year to bring programming back to our community. This year we reorganized our departments to make one programming department. I was changed to the Division Manager for Programs and was assigned an Adult Programming Librarian while reclassifying the Emerging Adult Services Specialist. We are currently combining the Adult Services Programming Team and the Adult Services Council into the Adult Services Leadership Team.

Our adult programming has increased over the last year. We went from 100 virtual programs with 1,922 viewers in FY21 to 122 virtual programs with 5,960 viewers in FY22. Our in-person programs increased from 0 the previous year to 141 programs with 1,111 participants.

Teen programming is getting off to a slow start, but it is bouncing back. We had 42 virtual programs with 1889 viewers in FY 22. We went from 0 in-person programs to 54 with 310 participants.

Children's programming has exploded. Even though we have decreased the number of virtual programs in FY22 from the prior year, we have had more viewers with an average of 100 viewers per program in FY22, up from an average of 37 viewers per program in FY21. We had 904 in-person programs with 15,347 participants in FY22.

Some of the programming highlights for Adult Services were:

- Cliffdale – Rainbow Skies, LGBTQIA+ Book Club
- Headquarters – 70<sup>th</sup> Anniversary of the Army Special Forces
- North Regional – Explore: a Program for Adults with Developmental Challenges
- Spring Lake – Harry Potter Book Night
- All branches – Club Insomnia, Suspense/Thriller Virtual Book Club

Some of the programming highlights for Youth Services were:

- Bordeaux – Teen Grab & Gab
- East Regional – Toddler and PreK Story Time
- Hope Mills – Fun Fridays with TnT
- North Regional – Terrific Tuesday
- West Regional – NC Science Festival Star Party

Some upcoming programs for FY 23 are:

- Winter Reading and Activity Program, December 2022 – January 2023
- Brendan Slocumb – *The Violin Conspiracy*, January 2023
- Storytelling Festival – Rhythm of a Story, March 2023
- NC Science Festival – Full Steam Ahead, April 2023
- Summer Reading Program – All Together Now, June – August 2023
- Summertime Kids, June – July 2023
- Crime Scene Library, Fall 2023?

Of course, we want to thank the Friends of the Cumberland County Public Library, Inc. Without their support, we could not accomplish our goals.

**Meeting Extension:**

- MOTION:** At 10:26 a.m., noting the time, Chair Grimes asked for a motion to extend the meeting as needed. Vice Chair McRae made the motion.
- SECOND:** Trustee Montoya seconded the motion.
- DISCUSSION:** None
- VOTE:** Unanimous

**D. Collection and Collection HQ Report – Division Manager for Collection Development Pamela Kource:**  
Kource shared the following information:

Technical Services team processed almost 41,000 new items over the past year. We pushed the FY22 PO into the first month of FY23, reducing the release date gap from almost 2 months to 2 weeks and reducing the amount of cancellations by over \$17,000 – a much better use of funds.

Circulation is recovering from the extended shutdown, with children’s books rebounding better than adult materials. AV circulation has not rebounded as robustly as people shifted to streaming and digital downloads. We removed the Music on CD collections in August 2022. Usage of *Freegal*, the streaming music service we offer has grown by 11%.

We added a new database, American Mosaic, which consists of the following titles: African American Experience, Latino Experience, American Indian Experience and World Religions. We dropped the African American Study Center for these more middle and high school friendly titles.

Customers checked out over 72,000 ebooks and 66,000 eaudiobooks from Nov 2021-Oct 2022. Copies purchased for CCPL customers’ primary use account for almost 95% of the circulation on those titles.

We use an evidence based collection management software, collectionHQ which gives us reports for suggested removals based on no circ (Dead Items and Collection Check), too much circ (Grubby Items), and too old to be in the collection (outdated items), provides overview reports, such as popular authors/subjects by branch and system as a whole, and outdated stock reports to help us weed out or replace older materials.

This product also provides DEI information. I was excited to see the improvements we’ve achieved in the past year based on this report. Our DEI related materials are up by almost 24,000 items or up 6.4% overall, with the collection size reduced over-all. Fiction is up by 6.6% and NF up by 8.4%. This is just bottom-line information. The report provides a list of the titles, including circulation statistics, allowing us to identify popular titles so we can purchase additional copies for other locations. This is just a first step. We’ve set aside funds to help with this process, beginning with the Teen Fiction Collection. Juvenile Fiction and Easies will be the next collection areas we’ll specifically spend in to improved this balance.

**E. Recognition of outgoing Trustee Jeremy Fiebig – Chair Irene Grimes:**

Fiebig received a solar globe and the group thanked him for his years of service. Fiebig shared that he appreciated his time on the board and it is the highlight of his month to watch staff promotions. He will continue to be a champion for the library.

**VII. ADJOURNMENT**

With no other business to discuss, Chair Grimes adjourned the meeting at 10:38 a.m.