

CUMBERLAND COUNTY PUBLIC LIBRARY

MINUTES LIBRARY BOARD OF TRUSTEE MEETING MARCH 16, 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, March 16, 2023 in the Boardroom at the Headquarters library.

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

Trustee Absent: 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, Program Division Manager Carla Brooks (via Webex) newly hired/promoted 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 and Friends of the Library Bordeaux Branch Representative Ron O'Brien

- A. INTRODUCTION OF SPECIAL GUEST:** Grimes introduced Friends of the Library Bordeaux Branch Representative Ron O'Brien and he gave the following report on behalf of the Friends of the Library Board:
- ✓ There are now 393 Friends members for 2023.
 - ✓ The February book sales were VERY successful! Book sale revenue was over \$13,000 and membership revenue was \$1,894 (87 people signed up or renewed their memberships during the 2/20 member's sale). Over 900 people shopped the sales.
 - ✓ The next book sales are May 15th for members and the public sales begin Friday, May 19th thru the 21st.
 - ✓ Ann McRae is the person who signed up to attend the May 2nd Friends meeting which starts at 6:00 p.m. in this room.

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 JANUARY 19, 2023 REGULAR TRUSTEE MEETING MINUTES

MOTION: Vice Chair Ann McRae moved to approve the January 19, 2023 meeting minutes.

SECOND: Trustee Nelson 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:

Newly Hired Staff:

| Name | Title | Branch Location |
|-----------------|-----------------------------|-----------------|
| Anastasia Allen | Page | Spring Lake |
| Morgan Gleason | Adult Services Librarian II | Headquarters |
| Kristen Kelly | Youth Services Librarian I | Bordeaux |
| Nicole Perez | Library Associate | Headquarters |

Promoted Staff:

| Name | Title | Branch Location |
|-------------------|----------------------------|-----------------|
| Avery Reinink | Adult Services Librarian I | Bordeaux |
| Joseph Westendorf | Local & State History | 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. |
|------------------|---------------------|-----------------|---------------|
| Brenna Armstrong | Circulation Manager | North Regional | 25 |

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

1. New Strategic Plan:

Phillips let the group know that they were given a copy of the library’s new strategic plan. We did the strategic plan in sections. This is from all of the hard work that came from the community needs assessment and the visioning sessions. Soon we will be working with staff on a roll out plan. She thanked everyone for their contribution and she is excited for the library’s SMART Goals and working toward those.

2. Headquarters Grant Items:

Phillips invited the group to go look at the new beautiful blue wall on the 2nd floor. The LiteZilla will be in Fayetteville tomorrow and delivered soon. The intention is to have a ribbon cutting ceremony to celebrate and we will invite the County Commissioners, the Trustees and the Friends Board members to attend the event.

V. OLD BUSINESS: NONE

VI. NEW BUSINESS

A. Review and Approve the FY2024 Library Budget – Director Faith Phillips:

Phillips referenced the FY 24 budget documentation that was mailed to the Trustees. Part of the budget process is to point out some of the notable accomplishments in the previous fiscal year which are as follows:

- ✓ Sunday hours have been expanded from 2:00 to 6:00 p.m. at Headquarters, Cliffdale Regional, North Regional and Hope Mills Branch libraries to help serve our communities.
- ✓ The library received \$429,972.04 in grant funding from organizations such as the Friends of the Cumberland County Public Library, Inc., the State of North Carolina, the Arts Council of Fayetteville/Cumberland County and the Public Library Association.
- ✓ We began a multi-year project to reimagine spaces and capacity for serving the community at all locations, with a specific emphasis on transforming the 2nd floor of Headquarters library into an interactive space for youth and families, focused on STEAM (Science, Technology, Engineering, Arts and Math).
- ✓ Started a partnership with ServiceSource, Inc. to provide workforce development and job skills training opportunities for youth and individuals with Intellectual and Developmental Disabilities.
- ✓ Completed a multi-year strategic planning process focused on meeting community needs and SMART goals.
- ✓ Continued to reevaluate programs and services to ensure effective, evidence-based services and fiscal responsibility in budgeting.
- ✓ Successfully launched a digital navigators team to help improved digital equity and access within our community. They will be presenting at the ECU Paraprofessional Conference on May 12 about the CC Reads initiative which is about making sure that all county employees, regardless of which county they live in, have the opportunity to have a free library card.

Performance Measurement Chart: Collection Development Division Manager Pamela Kource explained the chart. This chart indicates how we've performed starting with FY 2021 as a base. For circulation, we went up 110% and we are projected to go up 11% over this year. If you compare it to the base year (2021) we've gone up 133.70%. For community participation and the number of card holders, we've gone up 17% over 2021 and we are projecting to do 5.9% better. If you put those together and it's almost 23% over 2021. We've added almost 25% more than we had when we started.

Phillips shared that we have to look ahead to the next fiscal year. Obviously we have our new strategic plan with our SMART goals including the specific objectives which we want to achieve per the guidelines which are timely and relevant. Some other items that were put in the budget package is that we want to implement the transformation of Headquarters library, including a makerspace for STEAM education and exploration and improving the library's spaces for teens at East Regional, West Regional and Bordeaux libraries. We want to pilot a makerspace focused on digital creation at Cliffdale Regional library in the next Fiscal Year.

We want to work to have a dedicated peer navigator role within the library for customers suffering from substance abuse, mental illness and/or homelessness to help better connect them to services and resources to meet their needs.

We also want to continue to increase library circulation and card holders and will be working with the school systems and their library grants director on piloting the next step of student access cards.

Regarding the library's calendar software, right now we use *Sign-Ups & Spaces* which is a product with challenges. There are better user experience products that we can purchase. We worked it out after we heard wonderful presentations and there was lots of research done by Avery and her team in IT. There is a new product called *Library Calendar* which was designed by a librarian for libraries and it is based on user experience. It has excellent customer service all the bells and whistles and it is less expensive per year.

We will purchase that software in this fiscal year because we have the money in the current budget and it will be a cost saving each subsequent fiscal year of about \$1,900. We want to purchase it now so we have time to work through it.

If you look at the entire budget, you will see that the difference in our base budget from FY 2023 to our proposed FY 24 budget is \$63,587 more. That increase is from security at our locations. I have been working with County Administration and the Commissioners regarding some of the changes in our system. It was determined that Headquarters needed an extra security guard, so that is why that number is larger (3 at Headquarters). One is stationed on the 2nd floor, one on the first floor and one to walk around the building. Funds will not be taken from programming.

MOTION: Trustee Fiser moved to approve the FY 2024 budget as presented.

SECOND: Vice Chair McRae seconded the motion.

DISCUSSION: None

VOTE: Approved unanimously

B. Proposed Collection Development Policy Revisions – Director Faith Phillips

Phillips asked the board members to reference the proposed Collection Development Policy revisions. The policy was updated to reflect our new vision, mission statement and strategic goals. A few grammatical changes were also made.

MOTION: Trustee Fiser moved to approve the Collection Development Policy Revisions as presented.

SECOND: Trustee Cedzo seconded the motion.

DISCUSSION: None

VOTE: Approved unanimously

C. Cliffdale Regional Branch Report – Branch Manager Jennifer Hatcher:

Hatcher provided statistics from 2022 and so far in 2023. She emphasized the increase in programs and program attendance so far this year. She also shared new staff news, staff system-wide responsibilities, and the new flooring and laptops at Cliffdale.

D. Headquarters Regional Branch Report – Branch Manager Birch Barnes:

Barnes presented a location report to the Library Board of Trustees. Barnes talked about measurable impacts, or footprints, that Headquarters Library and staff leave on the community. He provided examples of impacts to customers and library partners and discussed the impact of programs on the community. Finally he gave an overview of the second floor repurposing project with some examples (and pictures) of what would be included in the project.

E. Other Business:

Phillips let the group know that for Headquarters initially an interactive race track was going to be purchased. But with some extra funding from the state the decision was to purchase something a little more interactive and fun that can be used in all types of programs. A photograph of a “Construction Crane” was shown which participants will be able to lift blocks into the air and construct spectacular towers while learning about science. Some of the concepts include the crane’s pulley system, balance of the hoist platform and distribution of mass on the stacked blocks that make your tower. Take the perspective of architects and construction workers as you use imagination and creativity to construct unique block buildings. Children can develop socially and build confidence as they work together to build tall structures. A video showed the crane in motion. The building materials are made out of foam.

VII. ADJOURNMENT

With no other business to discuss, Chair Grimes adjourned the meeting at 10:03 a.m.