

# CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

## MINUTES LIBRARY BOARD OF TRUSTEES OCTOBER 20, 2016

### I. CALL TO ORDER

**Chair Montoya** called the regular meeting of the Library Board of Trustees to order at 9:05 a.m. on Thursday, October 20, 2016 in the Activity Room of the West Regional Branch Library.

**Trustees Present:** Chair Daniel Montoya, Vice Chair Brian Tyler, Donald LaHuffman, Connette McMahon and Paige Ross

**Trustee(s) Absent:** Betsy Small and Katrina Tiffany

**Present from the Library:** Director Jody Risacher, Marketing & Communications Division Manager Kellie Tomita, Programs & Services Division Manager Nora Armstrong, West Regional Branch Manager Larry Gavin, Library Awareness Coordinator Tiffany Torres, IT Support Supervisor William Weigel, newly hired librarians (see table below) service award recipients (see table below) and Admin. Coordinator to the Director Marili Melchionne.

**Others Present:** Commissioner Glenn Adams

**A. INTRODUCTION OF SPECIAL GUEST:** Friends of the Library Vice President/President Elect Amy Garner reported on the following Friends items/activities:

- There are now 443 Friends members for 2016.
- Due to the flooding in the lower level of the Headquarters library, the November book sales have been cancelled. It is uncertain when the Friends will be able to have the next book sale.
- The next Friends meeting will take place on Tuesday, November 1<sup>st</sup> and Paige Ross is scheduled to attend on behalf of the Trustees. The meeting location will be at the Carolina Treatment Center of Fayetteville.

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

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

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

**DISCUSSION:** None

**VOTE:** Unanimous

### III. APPROVAL OF SEPTEMBER 15, 2016 REGULAR BOARD MEETING MINUTES

**MOTION:** Trustee McMahon moved to approve the September 15, 2016 minutes.

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

**DISCUSSION:** None

**VOTE:** Unanimous

### IV. DIRECTOR'S REPORT

**A. Introduction of new Librarian staff:**

| Name           | Title          | Branch Location |
|----------------|----------------|-----------------|
| Richelle Brown | IS Librarian I | CLF             |
| Matthew Kleven | IS Librarian I | BOR             |

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

| Name                | Title              | Branch Location | Years of Svc. |
|---------------------|--------------------|-----------------|---------------|
| Constance King      | Library Technician | HQU             | 5             |
| Bryson Kopf         | IS Manager         | ERL             | 5             |
| Randolph Washington | Circ. Supervisor   | HQU             | 5             |
| Amy Allison         | Library Associate  | NRL             | 10            |
| Larry Gavin         | Branch Manager     | WRL             | 10            |

**C. Director’s Update:**

**1. Hurricane Matthew Floods Lower Level of Headquarters Library:**

On Saturday, October 8, approximately four inches of water flooded the lower level of the Headquarters library. The water level outside was up to two feet. Initially, the power to the building was out until Tuesday. Even though the water rushed out quickly, all of the carpet, books and furniture were saturated. Belfor, the restoration company provided generators for the equipment to remove standing water and dry-out the building. Before and after photographs showed the effects of the flood. The bottom part of the walls have been removed for replacement. Steps taken due to the flood include:

- Offices on the lower level have been relocated in public meeting rooms on the 1<sup>st</sup> and 2<sup>nd</sup> floors and the Local & State History Room (L&SH)
- Programs and events scheduled for Headquarters have either been cancelled or moved to other locations
- The Writer’s Workshop will be held upstairs behind the elevator in early November

It was decided to discard most the books in the Friends book sale room due to issues concerning exposure to mold and mildew. The DVDs, VHS tapes and children’s books were placed in storage. In discussion with a shelving expert, a decision was made to remove all of the metal shelving because of the rust on the bottom of the shelves.

The L&SH room staff will use the fiction desk on the 2<sup>nd</sup> floor to provide limited access to the materials and services.

The elevator flooded and is only being used to move essential items such as computers. Major repairs are needed for it to become operable and available to the public.

Risacher shared that library administration staff are reconsidering the practices that were in place and when the lower level offices are reconstructed, metal desks will be used instead of wood except in the board room.

Commissioner Adams mentioned that at a recent City Council meeting it was suggested that the city purchase the Headquarters building to use with the new stadium. Trustee Lahuffman expressed appreciation that Commissioner Adams brought up the City’s possible purchase the Headquarters library. The City is moving quickly to build the baseball stadium. Adams further mentioned that the commissioners still receive letters expressing concern about the homeless using the library.

Although, he agrees with the stance that the library has taken in that the library is open to everyone. Adams reminded the group that perception is reality.

Chair Montoya suggested that perhaps relocating the library in another area of downtown won’t fix the issues that Adams spoke about. LaHuffman disagreed because the Headquarters library is located in the heart of downtown. If the library was located somewhere else, that issue might be different to a degree.

Adams stated that this idea has been initiated by the city and not the county. The majority of the County's money is already dedicated to other resources throughout the county. He noted that there is an arts center coming through downtown as well. Officials are looking at the river walk, the ball field and a hotel next to the baseball field. There are a lot of aspects for the city to consider, but not necessarily for the county.

**2. Regular Library Job Fair:**

The September 21<sup>st</sup> Job Fair at Headquarters library was successful with 517 attendees. The number is a little lower than job fairs in the past, but many participants commented that with less people, vendors were more accessible. It was noted that the attendees had higher skill sets than in job fairs of the past. A good article appeared in the *Fayetteville Observer*. Many positive comments were received from attendees including one part time job seeker who received two job offers.

**3. Library's Vocational Job Fair:**

The Vocational Job Fair on October 6<sup>th</sup> was for teens and new adults. There were 108 attendees in spite of the upcoming hurricane and sports games that were moved to that evening. One comment was, "My daughter is so quiet and shy. This is a wonderful opportunity for her to practice talking to prospective employers. The interviewing skills really helped her feel more confident." Surveys completed by the attendees indicated that the job fair met their needs. Some attendees indicated that they would like to see a wider variety of vendors. These job fairs will continue as it is an opportunity for that age group to gain some experience in the world of jobs and careers.

**4. New Service – Brain Boxes:**

A sample was passed around of the self-directed learning and activities box available at information services desks at each location. There are some people who come to the library who are either not reading or otherwise engaged so these kits can be checked out and used in the library.

**5. Friends Annual Program – Dr. Elliot Engel:**

The topic of this year's annual program was Shakespeare – 400 years later. There were 99 attendees and in addition to Engel's speech, the theater group *Sweet Tea Shakespeare* performed various skits in the lobby. Next year will be Dr. Engel's 40<sup>th</sup> annual appearance and there will be cake!

**6. M.K. Asante Performance:**

Emerging Adult Services Specialist Jennifer Hatcher arranged for writer, rapper, professor and filmmaker M.K. Asante to visit the Headquarters library on September 14<sup>th</sup>. Professor Asante talked about his journey from blank page to best seller. At the library, he spoke to a diverse crowd of college professors, local hip hop musicians, writers and fans. He encouraged those in the audience not to give up. At the Ramsey Street High School, he spoke to the students about the importance of education.

**7. New Program – Voices of Tomorrow:**

The new program Voices of Tomorrow, an open mic event for teens, began in September. This event was organized by Emerging Adult Services Specialist Jennifer Hatcher and local spoken word poet, El'Ja. Eighteen attended the program and six talented teens performed. Many of them recited or read original works.

**8. Outreach Event Highlights:**

Library Awareness Coordinator Tiffany Torres attended the North Carolina Library Association (NCLA) Leadership Institute. Torres also co-presented with IS Librarian I Emma Pinault at a NCLA Fabulous Friday event in High Point. The pair shared with fellow librarians how they put together the “How To Festival.”

The new “I Love My Library” fans are a new outreach tool that is very popular with staff and the public.

Seniors continue to attend the Senior Geek Squad program at the Cliffdale Recreation Center. Seniors from this group are also scheduling one-on-one sessions with staff at the Cliffdale library.

**9. Friends Fundraising Committee Update:**

The consultant’s detailed report was introduced to the trustees. The recommendations are designed to increase fundraising for the Library Endowment. Some of the recommendations include: Donors like to know specific needs that are being addressed; broaden the giving appeal beyond wills; hold events/campaigns; clarify relationships, Friends, CCF and county government. One recommended task is to update the Library Endowment brochure and other marketing methods. The study recommends targeting specific groups such as homeschooling and book clubs.

Risacher stated that it must be made clear that staff are not fundraisers and should not be soliciting donations. However, staff do have a role as information providers.

The flooding from Hurricane Matthew wiped out the Friends book sale room. This is its main source of income, so the direction of this committee may change temporarily.

**10. Library Staff News:**

- The new Deputy Director Cotina Jones will start on November 14. Jones served in libraries since 1997 and her first library job was as a part time reference librarian in Granville County Public Library System. She has worked in school libraries (elementary and middle schools) as well as a branch manager in Granville County. Most recently she has worked in academic libraries with stops at Winston Salem State University and North Carolina Central University. She received her Bachelors and Masters from North Carolina Central University in biology and library science respectively. Currently, she is a doctoral candidate at North Carolina A and T State University in the Department of Leadership Studies and Adult Education.
- Personnel Manager Donnette Hall will retire after 25 years of service to the library and her last day of work is November 30. Hall has made significant contributions to the library’s HR department. She has aptly developed training and procedures to help library supervisors. She is highly skilled in the art of listening.

**V. OLD BUSINESS**

**A. Trustee Reappointment Update and Nomination for 2017 Offices – Chair Daniel Montoya for Committee Chair Betsy Small:**

Montoya stated: As you know, the October 17 Board of County Commissioner’s (BOCC) meeting was cancelled and today’s Trustee meeting is taking place prior to the next Commissioner’s meeting (November 7) where the final vote on the reappointments will take place. Therefore, the Nominating Committee’s reappointment recommendations should receive the second approval at the BOCC meeting on November 7. Therefore, another update to the board will be given at the November 17 trustee meeting.

Secondly, regarding the nominations for the 2017 Office Slate the following process will take place: According to the By-Laws: “Nominations for Officer Slate: The Trustee Nominating Committee recommends a Board of Trustee officer slate (Board Chair and Board Vice Chair) for election by the Board as a whole at their November meeting. All Trustees are considered eligible for office. The Committee will poll all Library Board of Trustee members to ascertain their interest. Consideration will be given to a Trustee’s longevity on the board, previous service as an officer, and willingness to serve.”

Therefore, over the next month, Montoya will poll each trustee to ascertain his/her interest in holding the seat of Chair and Vice Chair. Then the Nominating Committee will meet at 8:30 a.m. on November 17 (prior to the trustee meeting) in order to discuss the results of the polling. The committee’s recommendations for Chair and Vice Chair will be brought to the full board meeting on November 17.

**B. Quarterly Review of State Library Board Training Task List – Chair Daniel Montoya**

It was suggested that this list be reviewed on a quarterly basis. Risacher mentioned that she has concerns about the library’s ability to host a breakfast in the early part of next year because the library will be short staffed. Commissioner Adams stated the importance of having this meeting early in the year because that is when all are working on budgets. He believes there may be a battle over limited funds.

Adams advised being straight forward and concise with expressing the needs. They will be back in session early in the year and the library will want to talk to them prior to budgets being set.

Risacher suggested a scaling down of the event down. The legislators and commissioners will be invited for a modest breakfast and brief discussions of need.

Adams mentioned that funds are going to be provided for all the flood areas so just ask for what is needed. You can tell them the entire collection for the Friends was lost, etc. Include what makes us different than other libraries and how the loss affects the community. The event does not have to be at Headquarters – it can be held at the next largest branch.

On a side note, Adams mentioned that he spoke to the county to see what can be done about the parking at Bordeaux library. Engineers have been out there taking photographs and reviewing options.

At 10:22 a.m., noting the time, Chair Montoya asked for a motion to extend the meeting:

- MOTION:** Vice Chair Tyler moved to extend the meeting as needed.
- SECOND:** Trustee Ross seconded the motion.
- DISCUSSION:** None
- VOTE:** Unanimous

**VI. NEW BUSINESS**

**A. Proposed Policy Revision – Rules Governing the Use of the Library, Director Jody Risacher**

Risacher brought the groups attention to the document proposing the policy change. A branch manager suggested the change for the improvement of customer service. A small task force contacted other libraries and observed how people are currently using the library. Despite the long-standing rule of no board or card games people are playing games on electronic devices. It is requested to remove the prohibition on board and card games. However, gambling will still be prohibited in the library. There were discussions as to behavioral problems, but the other rules are in place to cover those issues.

- MOTION:** Trustee LaHuffman moved to approve the policy revision.
- SECOND:** Trustee McMahon seconded the motion.
- DISCUSSION:** None
- VOTE:** Unanimous

**B. Request to move Trustee meeting locations for November (Cliffdale) and December (North Regional) Library, Director Jody Risacher**

Due to the flood damage, the Board Room at the Headquarters library is not available, therefore it is necessary to move the next two meetings to different branch locations.

**MOTION:** Vice Chair Tyler moved to approve the relocation of the November and December Trustee meetings to Cliffdale and North Regional libraries respectively.

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

**DISCUSSION:** None

**VOTE:** Unanimous

**C. Discuss Request to Change Trustee Meeting Start Time:**

The board discussed the request by Trustee McMahon to change the start time of the meetings. McMahon stated that she understands that the current meeting time allows for guest speakers and service award recipients. She noticed that at some board meetings people are having to leave due to necessary work obligations. She wanted to know if having the meetings at the end of the work day or earlier would be more agreeable to trustees' busy schedules. This would allow the members to maintain their commitment to board attendance.

Chair Montoya mentioned that the decision could not be made today – the matter would have to be brought to the By-Law committee.

Commissioner Adams stated that he would much rather meet at 8:00 or 8:30 instead of 9:00. Afternoons would not work for him.

Other members of the board stated that they are flexible. Vice Chair Tyler stated that in reading the By-Law Amendments, he noticed that the meeting start time had changed, but always seemed to come back to the current start time of 9:05a.m.

Montoya stated that when potential trustees are interviewed, one of the things that is discussed is the time needed for the meetings as a condition of accepting the appointment.

**MOTION:** Trustee LaHuffman moved to send the meeting time change request to the By-Law committee for a decision. The proposal will be brought to the next meeting.

**SECOND:** Vice Chair Tyler seconded the motion.

**DISCUSSION:** None

**VOTE:** Unanimous

**D. Library Awareness & Outreach Report – Library Awareness Coordinator Tiffany Torres:**

Since the fiscal year began in July, the library has already spoken with just under 7,000 community members about library resources. Library staff have attended events throughout the community reaching various demographics including: seniors, military families, homeless people and children. The library has also partnered with various organizations throughout the community through outside programming and outreach. Torres hopes that through new ways of marketing, including a new button and fan giveaways, the library can continue to reach our community and encourage them to promote the library with us.

**E. Technology Report – IT Support Supervisor William Weigel:**

Weigel spoke about recent departmental changes, new software installations and hardware deployments. New technology such as YS Portable Mic and speakers, credit card vending, and security cameras were discussed. Weigel also gave an overview of damages to technology due to the recent flood.

**F. Programs & Services Report – Programs & Services Division Manager Nora Armstrong:**

Armstrong gave the annual presentation on programs and services for FY 2015-16. She noted a 13.21% increase in program attendance and a 7.92% increase in the number of programs over FY 2014-15. Armstrong highlighted the wide variety of programs and explained that all the work of the adult programming team is informed by and focused on the goals in the library's Long Range Plan. Looking forward to the coming year, Armstrong mentioned several programming initiatives, including an informational series for custodial grandparents, one for developmentally disabled adults and another that will expose customers to the possibilities for interacting in the digital environment.

**G. West Regional Branch Report – Branch Manager Larry Gavin:**

Gavin discussed programming statistics with particular focus on the branch's 5th anniversary celebration in October 2015. Gavin also explained that the continued growth in attendance is directly related to the growing community.

**VII. ADJOURNMENT**

With no other business to discuss, Chair Montoya adjourned the meeting at 10:57 a.m. on a motion by Trustee LaHuffman, with a second by Trustee Ross.