

# CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

## MINUTES LIBRARY BOARD OF TRUSTEES SEPTEMBER 15, 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, September 15, 2016 in the Executive Boardroom of the Headquarters library.

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

**Trustee Absent:** Betsy Small

**Present from the Library:** Director Jody Risacher, Marketing & Communications Division Manager Kellie Tomita, Division Manager for Collection Development & Infrastructure Cathy Rudelich, Programs & Services Division Manager Nora Armstrong, YS Division Manager Megan Smith, new Librarian Staff (see table below; Service Award recipients (see table below) and Admin. Coordinator to the Director Marili Melchionne.

**Others Present:** Deputy County Manager James Lawson and Cumberland County Commissioner Glenn Adams

### A. INTRODUCTION OF SPECIAL GUESTS:

1. Friends of the Library Hope Mills Representative Gail Riddle gave the following report:
  - There are now 434 Friends members for 2016.
  - The August book sales brought in a record total of \$9,156 and added 36 additional members. The Friends new credit card machine was used successfully at the August sales. The next members-only book sale will be on Tuesday, November 15<sup>th</sup> and the public sale will be on Saturday, November 19<sup>th</sup>.
  - Dr. Elliot Engel will present on Sept. 27<sup>th</sup> on this 400<sup>th</sup> Anniversary of William Shakespeare's death, Dr. Engel will use anecdotes, analysis and large doses of humor to reveal how William became Shakespeare. Tickets are \$10 for the public, \$5 for Friends members (if you join at the door, your membership will be active until Dec. 31, 2017).
  - The next Friends meeting will take place on Tuesday, November 1<sup>st</sup> and Trustee Paige Ross is scheduled to attend on behalf of the Trustees.
2. Deputy County Manager James Lawson remarked that this was his first Trustee meeting and that he plans on attending the monthly board meetings.

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

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

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

**DISCUSSION:** None

**VOTE:** Unanimous

### III. APPROVAL OF JUNE 16, 2016 REGULAR BOARD MEETING MINUTES

**MOTION:** Trustee McMahon moved to approve the June 16, 2016 minutes.

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

**DISCUSSION:** None

**VOTE:** Unanimous

**IV. DIRECTOR’S REPORT**

**A. Introduction of new Librarian staff:** Director Risacher introduced the following new Librarian:

Name	Title	Branch Location
Nazreen Sahib	Librarian I – Cataloger	HQU

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

Name	Title	Branch Location	Years of Svc.
Angela Adams	Library Associate	BOR	5
Shanitra Harris	Circulation Supervisor	SPL	5
Tracey Pelletier	Library Associate	BOR	5
Angela Williams	Library Associate	ERL	5
Joselyn Williams	IS Library Associate	CLF	5
Dorothy Johnson	YS Library Associate	CLF	10
Libby Tart	Custodian Crew Leader	CLF	20
Mary Campbell	Branch Manager	NRL	25

**C. Director’s Update:**

**1. Grants Awarded:**

The Arts Council awarded grants in late June for the 2017 Storytelling Festival and the 2016 Writers’ Workshop.

**2. Library Services Technology Act (LSTA) Early Literacy Grant Status:**

The library received a \$46,000 grant through the state library to be spent on expanding digital accessibility and collections of manipulatives in the children’s area at each branch. Tables and/or iPad kiosks, shaped like a crayon will be preloaded with educational programs. YS Division Manager Megan Smith is the project manager.

**3. State Library received funding for Children’s eBooks:**

The NC State Library received \$200,000 from the state legislator for children’s eBooks. The NC Public Library’s Director’s Association lobbyist (paid by the Friends of the Library) was successful in securing these additional funds. Library directors are working with the vendor *Overdrive* to purchase as many “simultaneous use” titles as possible. The focus will be on early readers and early chapter books. This will be one collection that is accessible to every child across the state.

**4. Library Endowment Trust (LET) Fundraising Committee Update:**

The committee continues to meet monthly. Over the summer, the consultant hired through a CCF grant, conducted focus group meetings with LET donors and library staff. The committee selected representatives to attend a luncheon sponsored by Cumberland Community Foundation (CCF) on September 13.

The status of the Friends match challenge is that \$7,888 remains unmatched out of \$12,500. Former Trustee Willie Wright has been involved in a project to encourage High School seniors to raise funds for the LET as a project. The fundraising committee is also working on a project to solicit donations from local attorneys.

**5. Annual Librari-Con Event:**

Partnering with the *Fayetteville Observer*, there was ample coverage for the 10<sup>th</sup> Anniversary of the annual event. There were 1,829 teens and families that participated this year, versus 1,574 attendees in 2015. Emerging Adult Specialist Jennifer Hatcher is the staff member who coordinated the event. This year, even more activities were scheduled from which the participants could choose. The Friends made \$1,630 from book sales, vendors, and artists who sold goods at the event.

**6. New Partnerships:**

- **Cliffdale Recreation Center:** The library has a new partnership with the Fayetteville Parks and Recreation's Cliffdale Recreation Center to teach seniors the use of digital technology. IS Library Associate Joselyn Williams at Cliffdale teaches the "Senior Geek Squad." This group meets the 2<sup>nd</sup> Thursday of the month to learn basic computer skills. There are two classes back-to-back and up to ten participants in each class. Participants have asked for instructions on email, Skype and social media.
- **Boys & Girls Club Connection:** The Boys & Girls Club recently received a large grant to enhance its programs. Within the afterschool program, children come to the Boys & Girls Club for tutoring and home work assistance. There is a computer lab for use. In July, Jody and Kellie Tomita met with Boys & Girls Club Director Don Williams and Terri Union, a community volunteer. The library will be providing book deposits collections at each of the locations. Library staff trained instructors at the Boys & Girls Club on library electronic resources in late August and provided cards for access. They were very excited about the available databases, including access to the tutoring program *BrainFuse*. Eventually, the library staff will provide regular programs to the centers. The Club also has transportation and will be invited to visit branches regularly.
- **Helping Senior Citizens:** Mobile Outreach Coordinator Randolph Washington is now sharing Cumberland County Council on Older Adult's *Meals on Wheels* brochures with Mobile Outreach customers. In turn, the *Meals on Wheels* volunteers share mobile outreach information at the designated stops.

**7. New Library Service – Book Bundles for Adults:**

The library has been providing pre-selected picture book bundles for the children of busy parents for many years. The successful program has been adapted for adults. Book bundles for adults are now available at all locations.

**8. Summer Reading Program successes:**

In partnership with CC Schools, East Regional library and Mobile Outreach staff provided materials and programs to the isolated community of Beaver Dam. The seven sessions averaged about 11 children each. Seven families signed up for cards and traveled to the East Regional branch for programs for the first time.

**9. Successful library events:**

Risacher shared photos and information about the following successful library summer events: Tonks and the Aurors, a Wizard Rock Band; June's 4<sup>th</sup> Friday Local Author Showcase and July's 4<sup>th</sup> Friday performance by the group 2-U Keys.

**10. Digital NC Resources:**

From the library's website you can experience fascinating pieces of local history that are now preserved and available through Digital NC (a service of the University of NC). A 1939 Sesquicentennial parade was captured on film and has been converted to digital. There are also a variety of historical images of Fayetteville's market house and captured on video for an advertising film.

**11. Local & State History Displays:**

Local & State History (L&SH) continues to provide enticing displays. Fayetteville State University is featured in a display preceding its 150<sup>th</sup> anniversary. An exhibit on health resources – African American Surgeons was also on display on the 2<sup>nd</sup> floor of Headquarters. This display was used to promote the upcoming Friends annual author event on January 10, 2017. Author and surgeon Dr. Damon Tweedy will speak about his book, *Black Man in a White Coat*.

**12. Security Cameras at the Library:**

Throughout the summer, the project to install security cameras at all branches continued.

Despite the presence of cameras in some of the branches, four branches were broken into and the Systel *Vendacard* machines were removed from 3 of them.

Camera footage did not provide clear identification of the suspected thief. The thefts appeared to have been planned carefully and occurred very quickly. Break-ins occurred in the middle of the night – early morning hours.

Systel owns and operated the *Vendacard* machines and no county funds were affected besides the minor damages to the buildings. Weeks later, a *Vendacard* machine was found in the Spring Lake area.

Library and Systel staff met to amend procedures. Systel paid for the machines to be bolted to the library floor and changed cash pickup procedures to maximize security. Sheriff's deputies spent nights within selected branches that had not been robbed. Even though no robberies occurred, deputies were able to view a variety of activities in the North Regional parking lot during the night.

An unrelated break-in happened at Bordeaux on August 28. A suspect was caught in the lobby and deemed to be mentally unstable. This homeless woman threw a concrete downspout through the door in a quest for the water inside the building.

County management met with library staff to discuss security responses. All are confident that appropriate measures have been taken.

**13. Permits to use County buildings:**

The county has a policy for organizations which seek to use county property. A permit application is submitted to the county administration office.

The library had a procedure in place, but it became necessary to revise library procedures and strengthen communication with county administration (permits are approved by the county manager). It was also an opportunity to clearly define the use of our buildings. Some branches don't have room for tables in the lobby. Library Branch Managers helped develop a description of building limitations and preferred guidelines on use by outside groups and we wanted to make sure that in support of the service registering voters, other library activities are not disrupted.

**14. Lowe's Grant to help rebuild Linden Community Center:**

In the Saturday Extra, the *Fayetteville Observer* reported on the proposed renovation of the Linden Community Center. The library supported the grant for the renovation through a letter of support. The center has a lending library and a homework help center. Trustee Betsy Small was instrumental in starting the project. She obtained donated computers and a volunteer to install Wi-Fi. She organized the solicitation of donations and books for the center. The library provides book deposits to the center.

**15. Library in the News:**

In the Saturday Extra, the *Fayetteville Observer* reported on a day in the Headquarters library.

**16. Register of Deeds Book back Collection:**

YS Division Manager Megan Smith coordinated a campaign among library staff to provide homeless children with school supplies. The supplies were given to the Register of Deeds office for distribution.

Smith applied for and was awarded a travel stipend for a symposium on early literacy in Colorado. The symposium acronym, "SPELL" stands for *Supporting Parents in Early Literacy through Libraries*. Through her attendance, Smith will be able to ensure that best practices in early literacy activities are implemented through the LSTA grant.

**17. Friends of the Library August Book Sales:**

The Friends August 9 and 13 book sales brought in \$9,158 in revenue and \$2,485 of that total was received from use of the Friends new credit card machine.

**18. Consortium News:**

An updated NC Cardinal map with the participating library systems (38% of counties) was shown. Average monthly transits is 145,000 items. Risacher participated in strategic planning for NC Cardinal in August. In a recent survey, customers commented that they were grateful to be able to borrow books from other libraries.

**19. Staff Success:**

➤ **Cheers to CC Library and L&SH Staff:**

The *Fayetteville Observer* on June 24<sup>th</sup> published a Cheers to the library and L&SH staff. The customer was grateful for the digital preservation lab and the assistance from the staff.

➤ **Staff in the News:**

Newly hired YS Librarian I Niambi McLaurin and Librarian I Nazreen Sahib were featured in the *Fayetteville Observer*. YS Library Associate Samantha Nelson was awarded the *Noble Argus Foundation Scholarship* to go toward achieving her Master of Library Science degree. She begins this fall at University of North Carolina – Greensboro.

➤ **New Notary:**

Administrative Coordinator to the Director Marili Melchionne took a class and became certified as a notary. The class and notary paraphernalia were funded by the Friends of the Library. This is not a service that will be offered to the public.

**20. Trustee in the News:**

Trustee McMahon was appointed as a general public representative to the County Board of Public Health.

**21. Press Conference:**

In mid-July, a press conference was held downtown to introduce two new initiatives. The Fayetteville Police Department will have cadets patrol downtown Fayetteville, paid for by Workforce Development funds. This will give the young cadets entry into the work force, as well as experience. Parking Service staff will be "ambassadors" for greeting visitors and directing them to sites. The library's Marketing & Comm. staff made contact to ensure that library events and information were made available.

**22. New Juvenile Court Diversion Program:**

The new program is geared toward 16 and 17 year olds who do not have criminal records. The library is one of many participating agencies that will provide activities and service opportunities for referred youth. They may be required to assist with programs or assigned other work. Emerging Adult Services Specialist Jennifer Hatcher will coordinate the program for the library. Commissioner Adams expanded on the new service.

**23. Study by the Public School Forum & NC Center for After School Programs:**

Risacher brought attention to this recently published report. The information gives a sobering look at the many counties, including Cumberland, in great need. It includes a detailed analysis in categories such as economic development, health, education factors, youth behavior and safety.

**24. Hold the date for the Job Fair at Headquarters Library:**

The library's next Job Fair will be held on Wednesday, September 21<sup>st</sup>.

**V. OLD BUSINESS**

**A. Recommendations from the Trustee Nominating Committee – Chair Daniel Montoya for Betsy Small, Nominating Committee Chair read the following statement:**

“Both Betsy and I will be completing our first terms of office on December 31, 2016 and we are eligible for reappointment. We both expressed our interest in being reappointed for a second 3 year term (2017-2019) and the nominating committee supports the re-appointments. This is the recommendation that will go to the County Commissioners at the October 3<sup>rd</sup> meeting.”

**MOTION:** Trustee LaHuffman moved to accept the reappointment of Daniel Montoya and Betsy Small to a second term.

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

**DISCUSSION:** None

**VOTE:** Unanimous

At 10:20a.m., noting the time, Chair Montoya asked for a motion to extend the meeting:

**MOTION:** Trustee Tiffany moved to extend the meeting as needed.

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

**DISCUSSION:** None

**VOTE:** Unanimous

**B. Review of FY 2016 Library Goals & Accomplishments Statistical Report – Director Jody Risacher**

Risacher informed the board that this is the first summary report of the new five year plan. The following items were highlighted:

- **Goal 1 – Provide access to information to evaluate issues:** The library has accomplished the objectives in goal 1. Library programs to support this are listed on the report.
- **Goal 2 – Provide opportunities and experiences that support self-directed learning:** This goal was partially achieved. For the first objective (expanding the collection and publication dates), the library was not successful this past year. The chosen topic was politics and government in anticipation of the 2016 elections. Most of the chosen materials were published late in the fiscal year. However, the objective will be met very soon as the library is continuing to add new materials.

The chosen topics for FY17 includes relationships, families and self-help. We will have a much better chance of staying on task because those type of materials are published on a regular basis.

- **Goal 3 – Provide opportunities and experiences that explore and support diversity:** There is only one objective for this goal. Programs & Services staff regularly meet to ensure support of the goal. Exploring and supporting diversity goes across all spectrums of programs, services and the collection.

- **Goal 4 – Provide safe, comfortable and welcoming places:** This encompassed an annual survey with highly favorable results. The charts show all the branches combined. Nearly 500 people returned their completed survey. Risacher read the comments from the two customers who reported not feeling safe. One asked for earlier hours of operation at Bordeaux Branch and the other customer complained about not being able to “conceal carry” a weapon on library property.
- **Goal 5 – Support connecting to and participating in the digital world:** More details will be given when a presentation is given later this fall. Risacher will be receiving an annual analysis on the state of our computers and other technology to use in budget planning. Our Innovation Review Team actively meets and evaluates new services and new opportunities.
- **Goal 6 – Support and Encourage Lifelong Literacy and creative expression:** The library has met the objective for programs and outreaches at each location include those programs which integrate the Every Child Ready to Read literacy guidelines.

**C. 2016 Summer Reading Program Reports – Megan Smith, YS Division Manager**

Smith spoke about this year’s Summer Reading Programs and offered statistics on the number of books and minutes read by Children, Teens and adults. The Adult theme was *Exercise Your Mind – Read*; the Teen theme was *Get in the Game – Read* and the Children’s theme was *On Your Mark, Get Set – Read*. There were 21,756 participants in 693 story times and children’s programs.

Outreach visits to Beaver Dam Elementary and children’s activities at Spring Lake Farmer’s Market demonstrated strong community partnerships. *Porkchop Productions* educated young audiences through interactive live theatre and costume characters *Pout Pout Fish* and *Biscuit* (costumed book characters) engaged children and families. Books and book bags for 1,100 children and teens were purchased through a \$4,900 Summertime Kids grant provided through the Cumberland Community Foundation, Inc.

Children will read to new heights in 2017 with our theme *Build a Better World*.

**D. Approval of the FY 2017 Library Endowment Trust Disbursement – Director Jody Risacher**

The Library Endowment Trust has been doing well under the management of the Cumberland Community Foundation (CCF). The FY 2017 disbursement is \$24,170. The Friends of the Library board president signed to accept the disbursement at the July meeting. The Friends budgeted \$20,000 of that as general revenue for the calendar year budget. The \$4,000 is currently unassigned to a specific use and it will be combined with the \$6,100 unspent from last year’s disbursement. There are tentative proposals to spend the funds on program materials in each youth department.

The library is also considering the purchase of more kits to support S.T.E.M. (Science, Technology, Engineering, Math) and computer coding programs.

**MOTION:** Vice Chair Tyler made a motion to accept the Library Endowment Trust disbursement.

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

**DISCUSSION:** None

**VOTE:** Unanimous

**E. Trustee Annual Donation to the Library Endowment Trust – Chair Daniel Montoya**

Chair Montoya reminded the Trustees of the annual agreement to make individual donations to the LET. Each is asked to submit a donation by the October Trustee meeting. The checks are to be made out to the Cumberland Community Foundation, Inc. with LET in the memo.

## **VI. NEW BUSINESS**

### **A. Proposed 2017 Schedule of dates the libraries will be closed – Director Jody Risacher**

Risacher invited the Trustees to review the proposed 2017 schedule of dates the libraries will be closed. The dates are based on the State Government's holiday schedule. The County also uses the state's schedule to develop its holiday schedule. The library's holiday schedule is slightly different from that of the County's because library facilities are open seven days a week. The county does not factor in weekend schedules within the holiday schedule.

**MOTION:** Trustee LaHuffman moved to accept the holiday schedule for 2017.

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

**DISCUSSION:** None

**VOTE:** Unanimous

### **B. Other Business: None**

## **VII. ADJOURNMENT**

With no other business to discuss, Chair Montoya adjourned the meeting at 11:00 a.m. on a motion by Trustee Tiffany, with a second by Trustee Ross.