

Durham County Library Board of Trustees
Tuesday, March 11, 2008
Main Library Board Room

MINUTES OF THE MEETING

Call to Order: Chair Ken Berger called the meeting to order at 6:02 P.M.

Roll Call: Mr. Berger did a visual roll call. Present: Ken Berger, Joe Hewitt, Allan Lang, Mohammad Rashdi, Al Roberts, Joyce Sykes and Elsa Woods, Trustees and Rev. Michael Page, BOCC Liaison.

Also Present: Dr. Wendell Musser, Friends of the Library Liaison and Aftab Ahmed, Skip Auld, Rheda Epstein, Lakesia Farmer, Joyce McNeill and Gina Rozier, Library staff.

Absent: Sharon Brinson and Marian Dillahunt-Andrews, Trustees

Approval of the Agenda: The agenda was approved with no changes.

Approval of Minutes of February 12, 2008: Mr. Berger proposed that statements by both he and Mr. Auld be included as appendices to the minutes. Mr. Hewitt moved that the minutes be accepted as amended and Mr. Roberts seconded the motion. The minutes were approved with the amendments that were proposed by Mr. Berger.

PUBLIC COMMENTS: None

COMMUNICATIONS

Ms. Rozier circulated the clip report. Highlights included an article in the *Herald-Sun* about the NEH Grant, publicity about a Target grant to help the library start its early literacy program, a blurb about Durham County Library's Compassionate Employer recognition and a blog which praised the library.

- Ms. Rozier also announced that E*vanced was launched on March 1st. E*vanced is a web-based software program that allows customers to register for library events and reserve rooms from home. E*vanced has three components: Calendar, Room Reserve and Summer Reader. (Summer Reader will launch later in conjunction with the Summer Reading Program).
- The movie *Iron Jawed Angels*, about the Women's Suffrage movement, will be shown on March 12th at North Regional.
- A manuscript reception for the NC Room was held on Sunday, March 9th at the Carolina Theater.
- *Poetry for Everyone* will take place in April. A list of dates, locations and guest readers was circulated.
- Issues of *Branching Out* and *Best of Friends* were mailed out last week and everyone should have received them. Several board members noted that they had not received them. Mr. Berger requested that Board members be included on the mailing list even if they are not Friends of the Library. Ms. Rozier responded that the Board members are already on the mailing list and that she would check into the problem.
- To celebrate National Library Week, the library is sponsoring "Tell Us Your Library Story." Share a fond memory about a great experience or a helpful library employee. The stories will be posted on the library's website during National Library Week. Entries will be accepted until April 6th.

- Mr. Hewitt asked if there was a story about the tobacco collection and website. Ms. Rozier thought there had been an article, but it was not included in the clip report. She will check for the article.

ANNOUNCEMENTS

- Next month's meeting will be held on April 15th at 6 pm at Stanford L. Warren. The Strategic Plan Goal Champions will provide an update at this meeting.
- Mr. Roberts (and Mary Auen, Friends Treasurer) attended a two-day Library Advocacy workshop at UNC-Chapel Hill. The theme of the workshop was "Libraries Prosper with Passion, Purpose and Persuasion." The workshop was a good tie-in to the library's Strategic Plan.
- Legislative Day in Raleigh will be May 21st. Mr. Auld encouraged all board members to attend. National Legislative Day in D.C. will be May 13 and 14.
- The library received a "*Let's Talk About It: Jewish Literature – Identity and Imagination*" grant. The program's theme will be: "A Mind of Her Own: Fathers and Daughters in a Changing World." Ms. Epstein distributed a list of program dates and books to be discussed. The programs will be held on Sunday afternoons starting August 24th. (The list was distributed after the meeting).

FINANCIAL REPORT: Mr. Auld reported that Ms. McNeill met with the Planning and Budget Committee. This year's budget was submitted, but that is only step one. Last year's budget was \$9.4 million. If everything is approved, this year's budget will be \$11.2 million, which would allow the library to maintain its current level of service.

The budget's priorities are as follows:

Priority 1: To maintain the library's current level of service

Priority 2: Building collections for South and Southwest Regionals at opening

Priority 3: Centralizing Collection Development which will require additional staff, furniture and equipment.

Priority 4: Information Technology Resources which include things such as ADA accessible computers and new microfilm equipment.

Priority 5: New Carpet in Main Library lobby and Board Room and provide custodial service at McDougald Terrace.

Priority 6: Phone System using IP telephony like at North, East and Warren.

Priority 7: Funding for a half-time Humanities Coordinator. The position is currently funded by the Foundation.

Priority 8: Homework Help for Grades K-12 in the form of tutor.com

Mr. Lang mentioned that last year there was a narrative supporting the budget. Mr. Auld responded that the narrative will be shared once the budget is finalized. At this stage, the budget analyst may make some revisions to what was submitted. Mr. Auld plans to distribute this narrative at the April Board Meeting.

Mr. Lang's understanding was that this year's budget was zero-based. How is the Library able to ask for an increase in funding? Mr. Auld answered that the budget is zero-based, as was last year's. There is a factor for inflation built into a zero-based budget which allows the library to maintain its current level of service as well as factoring in the filling of vacant positions and purchase of materials. Priorities 2 through 8 are new requests for funding.

Ms. Sykes asked if there was a budget report since it was not included in the board packet. Budget reports are now done quarterly; the next budget report will be given at the April meeting.

COMMITTEE REPORTS

Board Development & Evaluation – Ms. Woods for Ms. Dillahunt-Andrews

The committee met on March 4th and the minutes have been emailed. The two items on the agenda were the committee's charge and a retreat. There was not a quorum present so the charge was not discussed. The group agreed that a retreat was needed and should be planned for September or October. The Retreat should cover: Roles and Responsibilities of all committees; how the board works as an advisory board, advising without micromanaging, effective communication and conflict resolution. An outside facilitator should be used. Possible facilitators could be: The Singer Group, Mulberry Tree or State Library resources. The committee's next meeting will be April 1st at 6 pm.

Facilities & Standards – Ms. Woods

The committee met on March 4th at 2:30 pm. The charge was approved by the committee and emailed to the Board. Ms. Woods moved that the charge be accepted and Ms. Sykes seconded the motion. The Board unanimously approved the charge.

Work is progressing on South. A summer groundbreaking is planned. Mr. Auld announced that The Smith Group was selected as the architect for the Main Library study. The Smith Group is a national firm, but Chris Brasier and designer Ed Lazonon are local. Next steps include: community meetings, defining the building needs and space needs and determining how much money is needed to complete the project in preparation for next year's bond referendum. Short-term improvements will include: combining circulation and AV, installing a computer lab on the second floor and doing some merchandising.

Mr. Hewitt asked if the issue of using the current Main Library site versus another is still on the table. Mr. Auld answered that the issue has not been resolved at this time. Once the building program plan is in place, we will know what is needed and will open it up to the development community.

Mr. Lang noted that Downtown Durham published comments about the downtown library. One such comment is that the library's exterior wall could be moved closer to Roxboro Street. Mr. Auld agreed that it would bring a better presence to this building. All three architects who were interviewed believed that this building can be reused. An idea is to replace the current walls with a glass exterior which would allow people to see inside. There are also some traffic calming measures which could be taken such as putting parking on Roxboro Street and narrowing the street to three lanes.

Ms. Lewis is still waiting for final carpet estimates and a redesign of the staff lounge is planned. The next meeting will be April 1st at 2:30 pm.

Information Technology – Mr. Hewitt

The committee met March 10th. Minutes will be emailed later this week. At the meeting, Mr. Ahmed reported on the RFID implementation. The committee advises Mr. Auld to go out for an RFP instead of just moving forward with 3M. There seems to be better functionality and cost competitive options.

Jill Wagy, the library's webmaster, is working on a redesign of the library's website using a systematic process. She is establishing purposes and objectives and reviewing best practices. At a later date, Mr. Hewitt feels that Ms. Wagy should make a presentation to the Board. There is still a lot of improvement to be made. Ms. Sykes added that everyone should take a look at the Spokane Public Library's site which the library will model itself after. Mr. Berger added that

he has asked Ms. Wagy to get the County to link their website to ours. The library's site has a lot of information about the Board of Trustees such as the bylaws, board members, public comment policy and the agenda for the forthcoming meeting.

There should be a publicly accessible staff directory on the library's webpage. Mr. Lang suggested that the website have a Frequently Asked Questions (FAQ) link that includes things such as library hours.

In a future meeting, the committee will address the role of the library's website in referring users to other websites.

Planning & Budget – Mr. Lang

The committee met on Thursday, February 14 with Ms. McNeill and the County's Budget Analyst to go through the budget. The initial budget submittal was made on February 15th.

Policies – Mr. Roberts

An updated policies list was distributed. Several pending policies are being prepared for review by the Policies Committee.

Ms. Sykes asked for an explanation of the Group Visits policy. Mr. Auld answered that it is used to guide large groups in the use of the library.

County Commissioners – Rev. Page - no report

EXTERNAL REPORTS

Library Foundation – Mr. Berger reported that the Foundation will be meeting next week.

Friends of the Library – Dr. Musser reported that the Friends met on March 5th. They have 1,313 members. The satellite book sales have been very successful. Sales at North Regional have raised several hundred dollars. There are three vacancies on the Friends Board. Mr. Berger noted that an individual can serve on both the Board of Trustees and the Friends Board. Nominations should be sent to Ann Wilder. The Friends will be supporting a series of staff projects totaling \$30,000. Half of the projects will be funded now and the remainder will be revisited after the April book sale.

Mr. Berger commented that the cart at Southwest is in front of the automatic doors so that anyone looking at the books constantly opens the doors. Mr. Auld will check into this.

Friends of Stanford L. Warren: no report

OLD BUSINESS:

Update on McDougald Terrace – Mr. Auld

Effective, Monday, March 17, the hours at McDougald Terrace and Bragtown will change. The new hours will be Monday through Friday from 2 pm – 6 pm. There will be no Saturday hours. The change at McDougald Terrace is based on input from the residents. Flyers with the new hours are being created. A group of residents will hand deliver the flyers to the entire housing complex. There is a group of policy students from UNC who are studying McDougald Terrace and Bragtown and will submit a report at the end of April.

The library is in the Family Life Center at McDougald Terrace. Rev. Page asked how the library encourages children to come to the library. McDougald Terrace is a challenging site. When there are children's programs, it is a struggle to round people up. It has been difficult to find

what will work there. Rev. Page's church is holding a ReaderFest with two young boys who wrote a book. Maybe this type of program will work on at McDougald Terrace. The library's priority is to encourage children to read. Ms. Epstein commented that she was surprised that the statistics were up for McDougald Terrace. There were three programs with a total attendance of 63 people.

The librarian who started the Early Literacy Program has accepted a position as a Children's Librarian at North Regional. Forty-five child care centers have been targeted. These are centers with one or two star ratings. The library is providing skills training for the child care workers and leaving book collections with the centers. This is more efficient than trying to get the children to the library. Mr. Ahmed mentioned the roving laptop lab that could be used to provide some training.

Mr. Lang suggested that everyone re-read Philip Cherry's 2004 memorandum about McDougald Terrace that Mr. Berger had emailed earlier.

NEW BUSINESS: none

DIRECTOR'S REPORT: Mr. Auld highlighted some of the items listed on his written Director's Report.

- In the March 1st issue of *Library Journal*, the 2008 Paraprofessional of the Year was named. Also in that article, Myrtle Darden and Monica Lucas, a Wake County Library Assistant, were listed as a dynamic duo and two North Carolinians to watch. Ms. Darden and Ms. Lucas will be recognized at the Library's May 7th Staff Day.
- Regional Manager Interviews are underway and Mr. Auld believes that one if not both of the positions could be filled within a month.
- There should be an article in Saturday's *Durham News*, published by the *News & Observer*, about the Durham History Museum. Jim Wise called Mr. Auld to interview him about how the library's study may tie in to a joint project.
- Mr. Auld attended the NC Public Library Directors Association conference. Librarians Jennifer Lohmann and Autumn Winters presented a workshop on social networking and shared the benefits of using sites such as MySpace, Face Book, Good Reads and Live Mocha. Many of the library directors who were present currently block or filter access to social networking sites.
- There continue to be roadblocks to the installation of the Friends of the Library shed. Now, there seems to be a problem with a drainage basin.
- The Strategic Plan goal champions will present a short report to the Board at the April 15th Board Meeting.
- Duncan Smith, NoveList founder, will train the staff on readers' advisory later this spring.
- Mr. Auld and Teen Librarian Autumn Winters met with a group of teens at the Lyon Center to discuss library services that could be provided at the center. Mr. Auld and Ms. Winters were able to give the teens books. The library is working to provide solid early literacy services, but maybe something should be developed for after school teens.
- The John Avery Boys and Girls Club will provide a van for use by the early literacy program.
- On May 1st, Mr. Auld and other library staff will attend a Spanish Language Outreach workshop in Wilmington.

Mr. Lang asked about the sale of proceeds of the house that was donated to the Library. Ms. Rozier answered that the house is on the market and was listed at \$259,000. There will be a press release informing people that the house is on the market and announcing that many of the house's contents went to charity. Marie Austin Realty is handling the sale of the house.

Mr. Lang asked Mr. Auld to report on the status of the complaint by a patron that was sent to the entire Board. Because a staff member was named, this is now a personnel issue involving the employee, his supervisor, Mr. Auld and Ms. McNeill. As a result of the complaint, Mr. Auld is revising closing procedures. Mr. Auld asks that when members of the Board get complaints about the staff that they forward the complaints to Mr. Auld. Further details about this issue are inappropriate for Board discussion but Mr. Auld is following up with the customer who made the complaint. Mr. Berger asked what the appropriate manner to respond to complaints was since the Board will receive complaints from the public. Mr. Auld stated that Mr. Berger's response was appropriate. Because the complaint had been sent to the entire Board, it was okay for Mr. Berger to respond on behalf of the Board. In some cases, it will be appropriate for the Board Chair and the Library Director to discuss the complaint. Dr. Musser commented that he felt this was definitely an internal issue that should be handled by the Director and his staff and cautioned that we should be careful of privacy and the rights of the individual. Rev. Page noted that when the County Commissioners receive complaints they are forwarded to the appropriate department to be handled. The commissioners only get involved when the complaint does not get resolved. Rev. Page said that complaints should only be sent to Mr. Auld and reminded the Trustees that when you hear a complaint from a customer that you are only hearing one side of the story. Mr. Hewitt asked if complaints should be directed to Mr. Auld or if the person should take the person's information and complaint and have Mr. Auld call the person. Ms. Woods stated that even if a trustee takes the information, the Board has no role in personnel issues. Ms. McNeill mentioned an email from County Manager Mike Ruffin giving the chain of command. The department needs to be made aware of any complaints.

The meeting was adjourned at 7:36 pm after a motion by Mr. Lang and a second by Mr. Roberts.

Respectfully submitted,

Lakesia W. Farmer
Administrative Assistant

NEXT MEETINGS: April 15 (at Stanford L. Warren) and May 13