

Durham County Library Board of Trustees  
Tuesday, April 15, 2008  
Meeting Room #2, Stanford L. Warren Library

## 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, Sharon Brinson, Marian Dillahunt-Andrews, Allan Lang, Mohammad Rashdi, Al Roberts, Joyce Sykes and Elsa Woods, Trustees

Also Present: Dr. Wendell Musser, Friends of the Library Liaison and Aftab Ahmed, Skip Auld, Lynne Barnette, Anastasia Bush, Mark Donnelly, Rheda Epstein, Lakesia Farmer, Karlene Fyffe, Michelle Geyer, Priscilla Lewis, Jennifer Lohmann, Joyce McNeill, Sumayyah Muhammad, Gina Rozier, Nathan Williams, Library staff.

Absent: Joe Hewitt, Trustee and Rev. Michael Page, BOCC Liaison

Approval of the Agenda: The date for Approval of Minutes was changed to March 11, 2008. The agenda was passed.

Approval of Minutes of March 11, 2008: Mr. Berger noted minor changes and the minutes were approved with the proposed amendments.

**PUBLIC COMMENTS:** None

## **COMMUNICATIONS**

The Clip Report was not circulated, but Ms. Rozier mentioned the following highlights:

- The North and East Regional Libraries were highlighted in the April issue of *American Libraries* in an article titled "Going for the Green."
- Poetry for Everyone will be held April 20<sup>th</sup> at North Regional and April 27<sup>th</sup> at East Regional.
- The Library and the Nasher Museum of Art will present "Art with the Experts." There will be an interactive discussion about the "The Birth of Cool" exhibit.
- The library will show the movie "Bull Durham" on May 3<sup>rd</sup> in celebration of the movie's 20 year anniversary. There are plans to serve hot dogs and popcorn during the movie.
- Library stories are on the website in recognition of National Library Week. Stories were solicited from library customers.
- Working on a grant to help fund "Get Set, Get Ready, Let's Read," the library's early literacy initiative
- Preparing the final report for the NEH Grant
- Library's website is undergoing a redesign
- A tech blog was started about two weeks ago. The blog was started to give library staff an avenue to help library customers with computer issues and to help market library services that customers may not be aware of.
- Looking to hire a Development Officer soon

## **OTHER ANNOUNCEMENTS**

- Mr. Auld will be interviewing eight candidates for the Deputy Director position between April 21<sup>st</sup> and May 2<sup>nd</sup>. He plans to do a follow up interview with one to three candidates.
- Karlene Fyffe is serving as Interim Manager at East Regional and Susan Wright is serving as Interim Manager at North Regional. These temporary assignments are expected to last six months.

- The Facilities & Standards Committee will meet on Tuesday, April 22<sup>nd</sup>. A group of UNC Policy Students will present their findings about McDougald Terrace.
- On May 1<sup>st</sup>, several library staff members will attend a Spanish Language Outreach Workshop in Wilmington.
- The library's Staff Development Day will be Wednesday, May 7<sup>th</sup>.
- Legislative Day will be held in Raleigh on May 21<sup>st</sup>. Participants will be asking for \$5 million in additional funding for libraries across the state.

**FINANCIAL REPORT:** Ms. McNeill distributed the budget summary which accompanied the previously mailed quarterly report. Ms. McNeill noted that the Bookmobile needs \$8,000 in repairs. A correction was made to the Revenue Report. The Library Gifts should be listed as Foundation Donation instead of Friends Donation. A question was asked about what type of revenue is listed as Library Miscellaneous. Ms. McNeill answered that renting the library's stack movers is listed there.

## **COMMITTEE REPORTS**

Board Development & Evaluation – Ms. Dillahunt-Andrews had no report.

Facilities & Standards – Ms. Woods announced that the minutes were distributed via email. There will be a called meeting on April 22<sup>nd</sup> at 2:30 pm to hear the report from the UNC publix policy students.

Information Technology – Mr. Berger for Mr. Hewitt  
There was not a quorum present so Mr. Ahmed's talking points will be circulated in lieu of minutes.

Planning & Budget – Mr. Lang reported that the committee reviewed the proposed FY 08-09 budget. The committee is working on a charge.

Policies – Mr. Roberts announced that the committee is working on a charge. The Supplemental Reference Policy is being eliminated, and the process is being incorporated into system-wide policy. Minor changes have been made to the Technology Training Room Policy. The Meeting Room Policy and the Appropriate Behavior Policy are both under active review and should be sent to the committee in three or four weeks.

Mr. Lang asked if those policies can be sent to the committee sooner so that they can be discussed at the May Board Meeting. Mr. Berger noted that because the April meeting was a week later, there would be even less time to get the policies to the committee for review. The next meeting was now only three weeks away.

County Commissioners – no report

## **EXTERNAL REPORTS**

Library Foundation – Mr. Berger reported that the Foundation Board met twice since the last Board meeting. One accomplishment of the Foundation was to set a regular meeting date. The Foundation is planning a celebration for meeting the NEH Grant match. A session about foundation finance and structure was held with the Finance Director for North Carolina Smart Start, Connie Holton. The Friends and Board liaisons to the Foundation are appointed for three year terms. Mr. Berger was appointed by his predecessor two years ago. He asked the Board if they wanted to reappoint him for a final year of service or to appoint a new liaison. Mr. Berger

was unanimously reappointed for a final year after a motion by Mr. Lang and a second by Mr. Roberts.

Friends of the Library – Dr. Musser reported that the Friends membership count is up to 1301. The April book sale was very successful. It was the third largest book sale. A total will be shared at a later date after expenses have been calculated. Funds will be transferred to the staff after the May 14 Friends Board Meeting. The new storage shed is in place.

Friends of Stanford L. Warren: no report

**OLD BUSINESS:** none

**NEW BUSINESS:**

Trustees Conference – Ms. Dillahunt-Andrews and Ms. Sykes reported on the Trustees Conference that they attended along with Mr. Auld. Ms. Dillahunt-Andrews reviewed a presentation and handout that covered a number of topics such as Roles & Responsibilities of a Board, the types of Boards, How Boards Work with Library Directors, the NC General Statutes and the Golden Rules for Library Trustees. Ms. Sykes added that the conference was very beneficial and that the informal conversations were as valuable as the formal presentations. She was able to gain a lot of information from other libraries regardless of their size. She also mentioned a presentation by Attorney Fleming Bell on the Pitfalls that Trustees Can Run Into and a presentation on Social Networking by Laurie Special from the State Library.

Mr. Berger noted that all trustees should have a copy of the state statutes. Mr. Lang asked for a copy of the handouts that Ms. Dillahunt-Andrews reported from. Mr. Auld offered to make copies and send them out to the Board. Mr. Lang borrowed Mr. Auld's copy of the presentation.

Mr. Berger made a comment that he meant to mention during the committee reports. Committee meeting attendance has been low. Most of the committee meetings are held during the day, and some committee members have work conflicts and/or young children. Committee chairs need to be sensitive to their committee members' needs when scheduling meetings.

**Strategic Plan Update**

Mr. Auld gave an overview of the process that would be used to give the Strategic Plan Update. Before each goal was reviewed, the Goal Champions for that goal were introduced.

Goal Champions Mark Donnelly, Lynne Barnette and Sumayyah Muhammad reported on Goal 1 - *The library is a customer-centered and welcoming place for the entire Durham community.*

**Highlights:**

- Goal 1 is an umbrella goal with completion targeted for 2010. A customer service survey is planned for six to eight months from now.
- Staff has been visiting neighboring libraries to get ideas.
- North & East Regionals were featured in an *American Libraries* article
- The entire staff completed C.L.A.S.S. training which covered topics such as phone etiquette, successful attitudes and dealing with diverse cultures.
- The staff will be trained in Reader's Advisory Training with Duncan Smith
- Locations are starting to do cross-scheduling so that the Circulation Staff works at the Reference Desk.
- The library will be centralizing collection development which will allow staff members who currently have book selection duties to spend more time assisting patrons.

- Working to improve Telecirc and email notifications so that they not only work properly, but provide more user friendly messages
- E\*vanced was launched March 1<sup>st</sup>. The program allows customers to reserve meeting rooms and register for library programs from home.
- Policies are posted on the website once they are completed and approved.
- Working to provide more customer-focused policies. The library's circulation policies changed last year. Changes have been made in fines and fees, reservation limits and meeting room fees.
- A fax machine for public use is being piloted at the Main Library. Money has been allocated for the purchase of flatbed scanners at all locations.

Mr. Berger repeated Mr. Lang's suggestion that a Frequently Asked Questions (FAQ) section be added to the library's website. There is currently an information section on the website. Once the website redesign is complete, information will be in one location, and links from various pages will point to that location.

Mr. Lang commented that the target dates for Objective 1.1 should be changed. Instead of June 30, a new date reflecting six to eight months out should be listed for the strategy to plan and administer a customer service survey.

Karlene Fyffe reported on Goal 2 - *The library supports family literacy by preparing children to succeed in school and by helping teens develop the skills they need to become productive and well-informed citizens.*

Highlights:

- Materials have been purchased to start the Early Literacy program.
- There are plans to hire a staff member for the program.
- The Motherhead program will start Friday morning, April 18, in Spanish and English.
- Quarterly early literacy program and weekly story times will be provided.
- At East Regional, a preschool Spanish session, Spanish for Tots, will begin.
- The library has been in touch with the Senior Center about doing joint programming for Grandparents' Day
- A prize patrol was established at the regionals and at Main. Two prizes are given out per week. The purpose of the program is to catch teens being good as an alternative to responding to inappropriate behavior.
- There are a number of teen volunteers in the library system.

Mr. Lang asked what process would be used to collect data for FY 07. Mr. Auld mentioned circulation stats for Young Adult materials and program attendance stats.

Goal Champions Aftab Ahmed and Jennifer Lohmann reported on Goal 3 - *The library is a leader in providing Durham's residents with information technology resources needed for academic and business success and for social networking and leisure activities.*

Highlights:

- A survey of computer wait times was conducted, but it yielded mixed results. The library's current software does not track wait times. Mr. Ahmed and Ms. Lohmann are rethinking how to accurately judge wait times.
- In the process of providing wireless access in all facilities.
- Currently polling other libraries who offer laptop checkout services to ask questions such as, "Are the laptops still in good condition?"

- Working with County's Information Technology Department to evaluate the library's bandwidth to be sure that the library is getting the amount that it is supposed to have.
- LCD projectors will be mounted in all large meeting rooms. Money will come from the Friends after their May 14 meeting.
- Needs assessment will be conducted. A web survey would be the easiest method to use, but it does not cover everyone.
- Looking into games and resources to provide Internet safety classes. Need a creative way to approach the idea and present the training so that people will attend the classes.
- An Emerging Technologies Quality Council has been established.
- There is now a Tech Blog on the library's website.
- The library has MySpace pages, a Facebook account and a Meet Up site for book clubs.
- Speed Dating: Web 2.0 training will be offered in May. Participants will spend five minutes at each station. This will give an introduction to what Web 2.0 offers without requiring a great deal of time. More extensive training will follow.
- Several staff members attended the Computers in Libraries Conference and are eager to integrate 2.0 technology into the library system.
- Training for office applications is currently on hold because the County is moving to Office 2007. Once the conversion is complete, training will resume.
- New email groups have been created to enable the staff to better communicate
- Money has been allocated from the Foundation for a roving computer lab. This will enable branches to offer computer classes.
- New computers and scanners have been ordered.

Mr. Rashdi stressed the importance of Internet Safety Classes because filters are not fully effective. Ms. Lohmann responded that the library staff agrees that the classes are important. The classes can be offered regularly, but the challenge is presenting the material in a way that people find valuable and want to attend a class. She suggested possibly tying the classes into teen programming. Ms. Epstein commented that Child Internet Safety policy brochures and bookmarks are available in all locations.

Mr. Berger said the Board would look at this issue in more detail at a future board meeting.

Gina Rozier reported on Goal 4 - *The library enhances and promotes Durham's cultural heritage, thereby contributing to a vibrant community.*

#### Highlights:

- Data on the library use by English-language learners is being collected.
- Making changes to collection demographic data
- Challenge has been how to collect data on Spanish speaking customers. A field has been added in Horizon.
- The library participated in an Urban Libraries Council Audio Conference entitled "Welcome, Stranger" about providing services to English Language learners.
- Plan to have bilingual signs and volunteers to translate
- On May 1<sup>st</sup>, several staff members will attend a Spanish Language Outreach Workshop. Twelve percent of Durham's population is Spanish speaking.
- Special collections have been digitized.
- The NC Collection web pages have been updated to make them easier to search and sort.
- Humanities Coordinator has organized programs such as showing of *Iron Jawed Angels* movie, Poetry for Everyone and Art with the Experts.
- There will be a Poetry Slam at Stanford L. Warren in May.

Goal Champions Priscilla Lewis and Nathan Williams presented Goal 5 - *The library's facilities support the Strategic Plan.*

Highlights:

- Hired new maintenance technician who will start May 5<sup>th</sup>
- Replaced carpet on the 1<sup>st</sup> and 3<sup>rd</sup> floors, painted the area near the elevators and added a chair rail
- At East, new shelving will be purchased for DVDs and CDs
- Closed first floor restrooms near the Auditorium at Main
- Removed wall in Reference so staff office space could be together
- Custodial service will be added at McDougald Terrace once a week
- Card access at staff entrance and administrative suites will be implemented
- Will replace carpet in the auditorium – stage was not included in the original estimate
- Held public meetings about the expansion of the Southwest Library and the construction of the South Regional Library.
- Reduced security hours at Main Library on Friday mornings, when the building is closed to the public, to pay for a second security officer at North from 2:30 pm to 5:30 pm.
- A security meeting with security officers and branch managers was held to review security procedures and expectations.
- The Smith Group was selected to do the Main Library study
- The Early Literacy program was started to provide services at child care facilities. The library and the John Avery Boys & Girls Club are negotiating the use of the club's van for the program.
- New hours were instituted at McDougald Terrace and Bragtown.

Goal Champions Rheda Epstein and Shelley Geyer reported on Goal 6 - *The library's collections support the Strategic Plan.*

Highlights:

- Objective 6.1 is completed. The library has a plan to restructure selection of the library's materials and collection management. Seventeen public libraries and the current selection staff were polled during this study. The findings of this study are posted on the wiki.
- Selection of library materials and collection management will be restructured depending on the budget.
- A baseline for collection statistics and analysis is being created.
- The new South regional and renovated Southwest regional will have merchandising-type shelving. Main will get new shelving as well. North and East are using more of this type of shelving.
- The Reference & Reader's Advisory Quality Council has started discussions about: evaluating reference collections to assess the print/electronic mix, size and usage; planning for new formats and evaluating special collections.

Goal Champions Joyce McNeill and Anastasia Bush reported on Goal 7 - *The library's human resources support the Strategic Plan.*

Highlights:

- Ms. McNeill, Ms. Bush and their team are like cheerleaders for the staff.
- At the November Staff Day, the staff took a portrait and new staff shirts were distributed.

- Two New Employee Orientation sessions have been conducted. Two sessions will be offered quarterly.
- At the November Staff Day, a question was raised about employees getting a pay increase once they have attained a degree. The 2.5% increase has been added to next year's budget.
- Elsa Woods is the library's new volunteer coordinator.
- Working to develop private sources of funding for staff education.
- Today, April 15, was National Library Workers Day. Each library location hosted a celebration to honor its staff.

Mr. Lang mentioned that staff names and phone numbers should be listed on the library's website.

Mr. Berger suggested that the Strategic Plan progress should be prominently displayed on the library's website, and that it should contain the type of information that was given at tonight's meeting. Ms. Lohmann responded that the wiki reflects the progress that has been made on the Strategic Plan. Mr. Berger suggested a more direct link with information that follows the plan chart structure would be more helpful.

**DIRECTOR'S REPORT:** Mr. Auld discussed the proposal that was written to host the 2009 ULC Partners for Success Conference. The theme will be *Regional Solutions for Local Vitality.*" The library will underwrite \$20,000 in conference costs.

The meeting was adjourned at 7:57 pm after a motion by Ms. Sykes and a second by Mr. Roberts.

Respectfully submitted,

Lakesia W. Farmer  
Executive Assistant

**NEXT MEETINGS:** May 13 (3<sup>rd</sup> Floor Conference Room) and June 10 (1<sup>st</sup> Floor Auditorium)