

Durham County Library Board of Trustees  
Tuesday, July 8, 2008  
Main Library Auditorium

## MINUTES OF THE MEETING

Call to Order: Chair Ken Berger called the meeting to order at 6:04 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.

Also Present: Dr. Wendell Musser, Friends of the Library Liaison; Skip Auld, Lakesia Farmer, Priscilla Lewis, Joyce McNeill, Gina Rozier and Alice Sharpe, Library staff; Pat & Amy Radack, Greater Chapel Hill Chapter of The Compassionate Friends and Michael & Angela Henderson and son Eric.

Absent: Marian Dillahunt-Andrews, Trustee and Rev. Michael Page, BOCC Liaison

Approval of the Agenda: Mr. Berger stated that the Nominating Committee report would be given after the Director's Report and not as part of Committee Reports. The agenda was then approved unanimously.

Approval of Minutes of June 10, 2008: A correction was made under Committee Reports: Policies. The fourth sentence of the second paragraph was reworded to read *The Policies Committee needs a comfortable window to review policy*. The minutes were approved as amended following a motion by Ms. Woods and a second by Mr. Roberts.

**PUBLIC COMMENTS:** none

### **COMPASSIONATE FRIENDS EMPLOYER RECOGNITION AWARD PRESENTATION**

Mr. Radack explained that the Compassionate Employer Award is given to employers who go over and beyond in the cases of parents who have lost children. The Library received one of five awards in the Triangle region and was one of 96 nationwide. Mr. Radack read the letter that Michael Henderson submitted nominating the Durham County Library. Mr. Berger and Mr. Auld accepted the award on behalf of the library. Mr. Henderson and his family were present for the award presentation.

### **COMMUNICATIONS**

Ms. Rozier circulated the Clip Report.

- Alice Sharpe, the new Development Officer, was introduced.
- The new website is up and running and is easier to navigate. There is a lot of staff content, a new teen page and a new kid's page. The Spanish Language pages are all in one place. NextReads is linked to the library's catalog.
- Humanities programs "What's Up with My Teen?: Understanding the Teenage Brain" was presented at East on June 17 and "ADF (American Dance Festival): Behind the Scenes" was held here in the Auditorium on June 29.
- The program with teen author Sarah Dessen was a huge success at North on June 21.
- The Foundation held a retreat on June 28<sup>th</sup> and discussed new fundraising strategies.
- An article in the *News & Observer* mentioned the library's new blog.

### **OTHER ANNOUNCEMENTS**

- Mr. Auld announced that the library received the Polaris Innovation in Technology John Iliff Award and circulated the plaque that was given. The library will also receive a check for \$1000 and a bouquet of yellow roses as part of the award.

- Mr. Auld announced that a result of May's Legislative Day, the state added an additional \$1 million to the Aid to Public Libraries Fund. In the Director's Report, there is an email from David Paynter and Greg Needham thanking everyone for their lobbying efforts. Mr. Auld thanked Mr. Berger, Mr. Lang, Mr. Rashdi, Ms. Sykes and Dr. Musser for their participation in Library Legislative Day. Mr. Auld asked the Board Members to sign notes to our state's legislators to show the library's appreciation for the additional funding.

## **COMMITTEE REPORTS**

### **Board Development & Evaluation – no report**

### **Facilities & Standards – Ms. Woods announced that Priscilla Lewis would give the report.**

- A quorum was not present at the meeting so the Main Library Study was discussed.
  - The Main Library Study Kickoff was held June 23 and 24.
  - The Core Planning Team consists of representatives from the library, County Engineering and the architects.
  - On the afternoon of June 23, a Community Visioning Session was held at the Main Library. Notes from that afternoon's charrette were distributed.
  - A Community Meeting will be held on July 29 from 5:30 – 7:00 pm in the Auditorium with focus groups on July 30. Focus groups will be conducted with the homeless, senior adults, parents of young children, the business community, the Hispanic community, teenagers, the faith community and neighborhoods surrounding the library.
  - The Main Library Study should be completed by the end of summer.
- South and Southwest are at a standstill, but the project team hopes to have a date for groundbreaking by the end of the summer.
- A Community Meeting will be held at Southwest on Tuesday, July 15 at 7:00 pm. Notices are posted in all libraries and publicity has gone out.
- Ms. Lewis also distributed a basic timeline for the Main Library Capital Project and budget spreadsheets for the Main, South and Southwest projects.

### **Next meeting: Tuesday, August 5<sup>th</sup> at 2:30 pm in the Main Library Board Room**

### **Information Technology – Mr. Hewitt**

The committee did not meet, but Mr. Hewitt commented that the new website is great and is a great achievement for the library. Ms. Wagy and Mr. Ahmed had an excellent process in place with a lot of staff involvement. The site is lively, colorful and attractive and is among the top three or four library websites, if not the best. The site will need to continue to be tweaked, but it is much easier to navigate. Mr. Hewitt suggested that the Board make a resolution of congratulations to the staff for a job well done. Ms. Sykes made the motion and Mr. Roberts seconded it. The resolution was approved unanimously.

Ms. Rozier noted that the Google search feature is about ten days behind. If you Google items on our site, you may get old pages. There is nothing we can do about it.

The committee is discussing the library's Internet Safety Program. Autumn Winters and Jennifer Lohmann made a presentation on Social Networking to the NC Public Library Directors Association earlier this year and have offered to give the entire presentation to the IT Committee and other members of the Board. Mr. Hewitt offered to schedule the presentation, but Mr. Auld commented that he is in the process of scheduling a meeting with the teen librarians and the

Emerging Technologies Quality Council to review the concerns of the Board. After this meeting, Mr. Auld will contact Mr. Hewitt about scheduling the presentation.

**Next meeting: To be determined. *The committee will not meet in August. A September meeting will be scheduled.***

Planning & Budget – Mr. Lang  
The committee did not meet.

**Next meeting: Thursday, August 7<sup>th</sup> at 3 pm in the Main Library Board Room**

Policies – Mr. Roberts

- The Overdue Policy has been recalled by staff for review.
- Mr. Berger had several questions and comments about the Registration Policy.
  - The loan limits listed in the policy only cover books, but there are several material types. Loan limits will be removed from the policy and limits for all material types will be added as an appendix.
  - There was discussion about how non-resident students' address and school enrollment are verified and whether a local address is sufficient. Ms. Lewis explained that in the case of non-resident students, both the local and permanent addresses are entered into the system. It was decided that asking for proof of address implies that both addresses are needed.
  - An adult resident of Durham County who provides identification without a current address receives Courtesy Borrowing Privileges. Is this a way to get around paying the \$45 non-resident fee? Mr. Auld responded that a person with Courtesy Borrowing Privileges is only allowed to check out three books, but a person with Non-resident Borrowing Privileges has full access to library services once the \$45 fee is paid.
  - As the policy was being reviewed, it was determined that everyone was not looking at the same version of the policy. Mr. Rashdi commented that the drafts should have dates to ensure that everyone is reviewing the latest draft.
  - Mr. Berger asked if the policy should be given back to the staff for review. He was concerned about the lack of clarity of the policy. If the Registration Policy is unclear to the Board, it will be unclear to library customers. The staff will review this policy again.
  - Mr. Lang noted that at a previous Board Meeting, the Board discussed adding to the policies that a person's library card would be removed for a major infraction of any library policies. It was suggested that this be added as part of the Courteous Conduct Policy, but Mr. Lang feels it should be included in all library policies.
- Mr. Berger noted other corrections. The text of the Registration Policy mentions the Computer Use Card, but it should refer to the Computer Use Policy. The formatting of the policies should be consistent.
- Mr. Lang asked if the borrowing limits could be reworded to say a total of 50, 99 or 200 items in the Registration Policy. Mr. Berger repeated that loan limits would be removed from the policy and added as an appendix.
- The Safe Child Policy was approved as written after a motion by Ms. Woods and a second by Mr. Lang.
- The Technology Training Room Policy was approved as written after a motion by Ms. Woods and a second by Ms. Sykes.
- Mr. Berger noted corrections that need to be made on the website.
  - The links to the appendices for the Technology Training Room Policy do not work.

- The Overdue and Registration Policies are not on the website though the chart says they are.
- The Computer Use Policy has the wrong approval date and the Meeting Room Policy has no effective date.
- “Last Update” notes are misleading, as they refer to updating the web page, not the policy.

County Commissioners – Rev. Page

- No report

**EXTERNAL REPORTS**

Library Foundation – Mr. Berger

Beth Briggs facilitated a retreat on June 28 from 9 am to 5 pm at Stanford L. Warren Library. Almost the entire Foundation Board was in attendance along with Ms. Rozier and Ms. Sharpe. Ms. Lewis gave a tour of the library. Retreat Topics included: a Capital Campaign Update; Accomplishments; Mission and Purpose (which are still evolving); a Review of Current Fundraising Trends; Board Roles & Responsibilities; Vision for the Next Three Years and Where to Concentrate the Foundation’s Efforts.

Friends of the Library – Dr. Musser

The last meeting was held during the June book sale and included a bon voyage for outgoing president Jeff Laufenberg who will be moving to Maryland. New officers were installed including new president Bobbie Walters-Brown. Around \$20,000 was raised in the summer sale, but expenses have not been deducted. Dr. Musser invited everyone to stop by to see the shed if they have not done so.

Friends of Stanford L. Warren – no report

**FINANCIAL REPORT** – Ms. McNeill

The Year End Expense and Revenue Reports were distributed. All figures were downloaded from the County system. An updated report will be given at the next meeting. Mr. Lang asked if all figures could be rounded to the nearest dollar.

Any remaining balances revert to the County unless there are outstanding purchase orders. The Personnel figure includes amounts for lapsed salaries. Mr. Hewitt asked if lapsed salaries could be used for temps. They can, but the County also asks departments to budget funds for performance appraisals. All County employees will receive a 1% cost of living increase in August. Employees receive either a 3.25% or 4.25% increase if they meet or exceed expectations. New employees receive a 2.5% increase after 6 months. There is an encumbered amount for materials. Encumbered amounts can be rolled over. The library has the authority to move money between funds, with the exception of personnel dollars. The library also tries to keep the materials budget separate.

Mr. Lang asked if a column could be added for the current fiscal year. He also commented that for the upcoming year, it might be good if the library made an effort to collect fees for overdue materials in preparation for the upcoming bond referendum. Mr. Berger suggested that this item be added to the agenda for a future meeting so that there can be a focused discussion around the topic.

Ms. McNeill noted that on the Revenue Report, the final State Aid check has been received, but has not been posted.

## **OLD BUSINESS**

Mr. Auld stated that the customer complaint that was mentioned at the last meeting has been resolved and he has talked to the person raising the complaint.

## **NEW BUSINESS**

### Annual Report to County Commissioners – Mr. Berger

A draft of Annual Report was circulated. The section entitled Library Policies Reviewed or Revised will be changed to include the only policy reviewed in 2007-08. Mr. Hewitt asked if something could be added about the Board addressing concerns about Internet safety and training. Ms. Sykes moved that the report be approved and Mr. Roberts seconded the motion.

### Vacancy on the Board – Mr. Berger

All four members who are up for renewal have submitted applications to the Clerk's office. So far, six applications have been submitted for the vacant position. Mr. Berger prepared a chart which summarizes the information on the applications. This chart will be emailed to the Board once the July 10 deadline for applications has passed.

The Board has not reached a consensus on making recommendations to the County Commissioners, but the Commissioners have said that they depend on Board input; there was discussion on this point, but most trustees felt that even though a formal request had not been made this year, they have been consistent on this issue. The Commissioners will get the packet of applications on July 18 and decisions will be made at the next work session.

Mr. Berger called for a vote to see who would be in favor of making a Board recommendation. Mr. Lang, Mr. Hewitt and Mr. Roberts are in favor, but Ms. Woods and Mr. Rashdi are not. Mr. Hewitt suggested forming a search committee in future years.

Trustees suggested various approaches to evaluating and recommending applicants, including: listing the applicant's plusses and minuses and interviews. There was also further discussion about whether or not the Board should have a role in the process. Among the issues raised were: whether or not the commissioners should be responsible for the thorough review of applicants; if the trustees have special insights not held by the BOCC; if the Board might become self-perpetuating; the need to insure diversity; the need to review the application and selection process for all boards and commissions; and whether or not library staff should be encouraged to approach prospective applicants.

Mr. Berger noted that this year the application period has been extended from a week to a month because of the library board's efforts.

Mr. Auld stated that if the Board did not make recommendations, he might be asked to do so by the BOCC. Mr. Berger replied that, as he has stated in the past, that he thought that would be a bad move, and that enough trustees had said they would submit individual recommendations so that there would be Board input in the process. Recommendations should be made to BOCC Chair Reckhow and Vice Chair/Board of Trustees Liaison Page.

## **DIRECTOR'S REPORT:** Mr. Auld

A packet of information was distributed. The contents were:

- Monthly Statistics for June; a chart explaining where statistics are obtained; and year end cumulative statistics

- A thank you from the person who complained about the repairs needed at Parkwood - The repairs are mostly complete. There is a new landlord for the shopping center. Mr. Berger thanked Ms. Lewis for her hard work in getting the repairs completed at Parkwood.
- An email the additional funding to the Aid to Public Libraries Fund
- The event program from the PLA President's Program and Awards Presentation – The Durham County Library was awarded the first Polaris Innovation in Technology John Iliff Award.
- Articles from the January/February 2007 issue of *Public Libraries: "Right-Sizing the Reference Collection" and Going Mobile – The KCLS Roving Reference Model"* – Both of these articles were awarded the Public Libraries Feature Article Award at the PLA President's Award Program.
- A No Dewey pamphlet about how the Maricopa County (Phoenix, AZ) Library District is moving to using a bookstore model with genres for nonfiction and no Dewey decimal numbers.
- The article *Revolution in the Stacks"* from the June 2008 issue of *Governing* magazine – about the Charlotte-Mecklenburg County library system
- A copy of a memo from County Attorney Curtis Massey, dated April 4, 2007 re: Authority of
- By-laws of the Board of Trustees of the Durham County Library (adopted August 27, 2007)
- The article *Patrons, Customers, Users, Clients: Who Are They and What Difference Does It Make What We Call Them* from the March/April 2004 issue of *Public Libraries*

Mr. Berger stated that he and Mr. Auld had talked about the director's concerns about Board operations, and that they had agreed that there would first be a meeting of him with the Board leadership. Mr. Auld acknowledged that agreement, but said that he was providing documents as background information for the Board.

The question was raised about using customer versus patron and if patron will be changed to customer once the policies are finalized. Mr. Auld answered that his personal preference is that the word customer be used instead of patron and all policies would reflect this wording, no matter what the Board recommended.

Mr. Lang asked for a report of what happens at the Chamber of Commerce Economic Development meetings, mentioned in the mailed copy of the Director's Report. Mr. Auld said the last meeting was a presentation by a Chapel Hill firm that does sustainable designs.

Mr. Auld and Ms. Rozier were taped for the county's television program where they discussed the Summer Reading Program and the Main Library Study. The air time has not been set yet.

The library is moving forward with centralizing Collection Development although money was not given in the budget. Effective Monday, July 14, Chuck Ebert and Lisa Dendy will be a part of the Collection Development team.

On Friday, July 11, AV and Circulation will be combining. The physical appearance of the current AV area will be different.

Head of Reference Margot Malachowski will be leaving at the end of July. Carol Passmore will be the interim Reference Manager. Myrtle Darden will continue to lead Circulation Department and Anna Cromwell will continue to lead the Children's Department.

Mr. Lang commented that he works at Staples and it is a waste of money to print so many things in color. He cited the ULC newsletter as an example.

Mr. Berger remarked that the document from County Attorney Curtis Massey does not reflect Mr. Berger's feelings about the role of the Board. He asked the Board to review his statement from the February Board meeting.

**NOMINATING COMMITTEE – Mr. Hewitt**

The committee proposed that Mr. Berger continue as chair and that Mr. Roberts be elected Vice Chair. Mr. Hewitt made a motion that Mr. Berger continue as chair and Mr. Lang seconded the motion. Mr. Berger was unanimously elected. Mr. Hewitt made a motion that Mr. Roberts be appointed Vice Chair and Ms. Woods seconded the motion which also passed unanimously. Mr. Hewitt thanked Mr. Rashdi for his service as Vice Chair.

The meeting was adjourned at 8:09 pm after a motion by Ms. Woods and a second by Ms. Sykes.

Respectfully submitted,

Lakesia W. Farmer  
Executive Assistant

**NEXT MEETINGS:** August 12 and September 9, 2008 (1<sup>st</sup> Floor Auditorium)