

DURHAM COUNTY LIBRARY BOARD OF TRUSTEES

Thursday, January 19, 2012, 6-8 p.m.

Board Room, Main Library, 300 N. Roxboro Street

MINUTES

CALL TO ORDER

Chair Allan Lang called the meeting to order at 6:04 p.m.

Roll Call:

Present: Allan Lang, Henry Felder, Crystal Dreisbach, Paolo Mangiafico, Shawn Miller, Joyce Sykes, Beck Tench; Trustees

Rob Rabb; Friends of the Durham Library Liaison

Tammy Baggett, Joel White, Rheda Epstein, Lakesia Farmer, Catherine Mau, Gina Rozier, Jill Wagy; Staff

Absent: Derrick Jordan, Joe Hewitt, Trustees; Brenda Howerton, BOCC Liaison

PUBLIC COMMENTS

There were no public comments.

I. APPROVAL OF MINUTES

Ms. Sykes noted that in the Secretary's report the minutes incorrectly stated that meetings were held on the third Thursday of each month instead of every other month. She also noted that Ms. Tench was referred to as Ms. Beck in one place. Ms. Sykes suggested that monthly meetings be considered. Mr. Lang responded that this would be discussed later in the meeting. Ms. Sykes moved that the minutes be accepted with these corrections. Ms. Tench seconded. The motion was approved unanimously.

II. REPORTS OF OFFICERS, BOARDS AND COMMITTEES

Mr. Lang stated that Ms. Sykes would go first because she needed to leave the meeting early. Ms. Baggett requested that Main Library Manager Joel White be allowed to go first, so that he could return to his duties.

A. Report from Main Library Manager (J. White)

- Last fiscal year was a busy one at Main. Door counts for the year were over 390,000. Volunteers logged more than 4,000 hours. Customers used more than 145,000 computer sessions. There were more than 700 library programs with more than 17,000 attendees, and more than 250 non-library programs with attendance of more than 11,000.
- Changes have been made to make the building more comfortable and functional. There is new furniture in the computer area on the second floor, dedicated job link computers on the second floor and new furniture in the teen space. The microfilm machines were relocated to the third floor closer to the NC Room so the librarian can better assist customers.

- Taking advantage of a new grant from the Friends, there will be new computers in the lab on the first floor. The laptops in use previously were sometimes problematic. There will soon be desktop computers in the lab full time. There will also be a smart board for computer instruction. Main will be expanding computer class offerings to meet the demands of patrons during this difficult economic time. There are new initiatives for the homeless population, including a certificate program for those who complete four basic computer courses. Mr. Lang requested that Ms. Rozier include these statistics in the packet.

B. *Durham Library Foundation Liaison Report (J. Sykes)*

The capital campaign continues. It is still in the private phase. There was no December meeting, but emails say things are going well. To contribute, please contact Ms. Sykes.

C. *Topical Discussion: eBooks (J. Wagy)*

- Mr. Lang asked if all new policies are on the website. Ms. Wagy said that they are. Mr. Lang asked for a status report of policy updates. Ms. Baggett stated that the Board would be receiving a report about the Meeting Room Policy tonight. Mr. Lang stated that the Computer Use Policy is an important one, and asked Ms. Wagy to review it before the next Board meeting.
- The library launched ebooks on Nov. 2, 2011. The opening day collection of 700 copies was purchased by the Friends. The library has been adding copies to the collection since that time, bringing the total to 1112 copies, 708 titles.
- Purchases are based on the NY Times best seller list and the library's top ten check out lists.
- Check out is for 7-14 days. Patrons may check out four titles at a time. The collection moves quickly because of the capability for early return. Patrons may place five holds at a time.
- Since Nov. 2, there have been more than 4,000 checkouts. Currently 760 copies are checked out. Since Nov. 2, there have been 3150 holds placed. Currently there are 1034 holds.
- Overdrive is also the library's audiobook vendor. Prior to the launch of the ebook collection, the library had more than 2000 patrons using Overdrive for audiobooks. Now there are over 4000.
- Website numbers have also increased as a result of patrons going online to order ebooks. In July 2011, there were 30,000 page requests and 2,300 online sessions. In December there were 147,000 page requests and 8,500 sessions.
- The library offers Kindle and epub versions of ebooks. Kindles are more than twice as popular as epub, though the library has more copies in epub format.

A discussion about ebooks ensued. Important points or action items from this discussion:

- Ms. Dreisbach asked about collecting data on how ebook numbers affect paper book checkout. Ms. Epstein responded that the library's selectors are looking at this to help determine next year's budget.
- Fiction is the most popular genre.

- Mr. Felder asked if any projections could be made for ebook use in the next six months. Ms. Wagy said that demand may equal out at some point, but there will be spikes in demand during the holidays when patrons receive new e-readers.
- The library also purchases paper books for each ebook title carried.
- The library cannot host local ebook titles, but Ms. Baggett said this capability is on the list of future initiatives.
- Mr. Mangiafico asked about whether Overdrive provides detailed usage statistics. Ms. Wagy said they do not provide this information to the library.
- The library has a statement on its ebook page warning customers that using ebooks involves interacting with a third party which may not have the same privacy policy as the library.
- Mr. Miller suggested that the library take advantage of the high visibility of the ebook web pages by adding other important information to those pages.
- There was additional discussion of the restrictions some publishers, like Harper Collins, are putting on ebooks with regard to number of checkouts per copy. There was also discussion of the lack of an alternative to Overdrive for libraries to have access to ebooks, and the fact that purchased copies are not owned. Ms. Baggett said that the North Carolina State Library and ALA are looking at these issues.
- Mr. Lang asked for a report comparing ebook and paper books title to title for the next Board of Trustees meeting in March.

D. Communication Report (G. Rozier)

Ms. Rozier passed out an updated meeting schedule, Board listing, org chart and commissioner listing. In response to a prior request from Ms. Sykes, she stated that she could not locate a more recent draft of the Computer Use Policy than the one available on the website. Mr. Lang stated that the Gifts Policy needs to be updated. Ms. Baggett responded that it should be reviewed.

E. Financial Report & Statistics (C. Mau)

- Ms. Mau stated that the library is doing well with the budget. Revenues are where they should be. Expenditures are below or at expected levels.
- The Training and Travel line appears overspent, but that is related to an expense that will be reimbursed from a grant.
- Ms. Mau discussed a document comparing library funding per capita. In the previous report, North Carolina was 49th. In the most recent report, North Carolina ranks 45th in per capita spending on libraries. North Carolina budgets haven't increased; others across the country have been slashed dramatically. North Carolina spending per capita is \$22. This is very low.

F. Director's Report (T. Baggett)

- Ms. Baggett welcomed Ms. Wagy as the Technology Management Administrator and the newest member of the Administrative Council.
- Durham County is working on a strategic plan for the entire county. Five goals have been identified:
 - Goal 1: Community and Family Prosperity and Enrichment
 - Goal 2: Health and Well-being for All
 - Goal 3: Safe and Secure Community

Goal 4: Environmental Stewardship

Goal 5: Accountable, Efficient and Visionary Government

The library is most involved in the first goal. The hope is to have the plan adopted by the Commissioners on Feb. 13.

- The library hosted the second Lunch with the Director. Four people attended. (Five are invited.) There was lively discussion, and the library received positive feedback, suggestions on what could be improved upon and contacts to be made within the community. The next Lunch with the Director is scheduled for April 11. All five slots are full.
- The Love My Library Video Contest concluded. The library recognized winners with baskets, candy and pizza parties.
- Last Friday DCL hosted a meeting of the minds with area library systems that touch Wake County. Wake County Public Library started the idea and hosted the meetings all last year. This was the first time DCL hosted. All of the Admin Council was there. The topic of discussion was economic development, and DCL brought in guest speakers Bill Kalkhof of DDI and Chris Stinnett owner of Pops and Rue Cler.
- North Carolina Public Library Directors Association requested that Legislative Day be held in May. Ms. Baggett suggested holding a library event for legislators before May. Mr. Lang suggested following the DPS model and inviting the legislators to breakfast. Ms. Baggett said the library will do this.
- The budget retreat is scheduled for Feb. 20. Department heads won't receive the full calendar for the budget until early Feb. Ms. Mau and Ms. Baggett will meet with members of the Planning and Budget Committee in early February.
- Commissioner Michael Page will give the State of County address on Feb. 13. The Jan. 23 meeting was cancelled.
- There was a State Library advocacy event held at the Main Library. Ms. Tench noted that the speaker was very good. He discussed how the library can organize its message and get the word out. The goal was to have people in the community make this speech, not library stakeholders.

G. Secretary's Report (B. Tench)

Everyone received a link to a calendar today. Ms. Tench will update the calendar with the correct dates provided by Ms. Baggett. The deadline for art applications is Feb. 15.

III. SPECIAL REPORTS

A. Funded Friends Proposals Presentation (J. White)

Included in the Manager's Report earlier.

B. Friends of the Durham Library Report (R. Rabb)

There was a discussion of book sales at the most recent Friends meeting. Volume is so great that sorters have been working extra days. Mr. Lang asked if there are any other book sales off site other than the Book Nook at American Tobacco Campus. Ms. Baggett answered that there are not. Mr. Lang asked Ms. Tench to include dates of Friends and Foundation meetings on the calendar.

C. Art Committee Report (G. Rozier)

The Art Committee accepted pending applications for donations to Southwest Regional Library and North Regional Library.

IV. OLD BUSINESS

V. NEW BUSINESS

A. Small Study Rooms (T. Baggett)

- Mr. Lang summarized why the Meeting Room Policy was being reviewed at this time: A County Commissioner visited one of the regional libraries and wanted to use one of the two study rooms. A room was not available. The commissioner took the situation to the next level. The Board of Trustees is here to help Ms. Baggett find a solution to best serve the public.
- Ms. Baggett stated that in response to the situation outlined by Mr. Lang, a request had been made for one study room to be available on a first come, first served basis. She presented a draft copy of the Meeting Room Policy with suggested changes from staff highlighted in red: Small study room can be reserved no more than 31 days in advance. (Previously the room was available for reserve 90 days in advance.) Hopefully this will increase availability. More than 4,000 people use those rooms at Southwest Regional. There were more than 2,000 programs during the last fiscal year. The other changes in the policy are a total of 2 hour increments instead of 4 hour increments per day for study rooms, and approval of after-hours events will now be at the discretion of the location managers with a 31-day advance notice required. After-hours events require that security and staff members stay late, and this is not in the library budget.
- These changes are the result of facility managers' feedback. In follow-up BOCC meetings the library will need Board of Trustee support. Ms. Tench asked that Ms. Baggett let the Board members know what they can do and when the library needs them.
- Ms. Baggett stated that the next step is to send the draft to the Policy Committee, and to follow up with the County Manager tomorrow to determine whether there will be further meetings.

B. Agenda Themes (P. Mangiafico)

- Mr. Mangiafico stated that if the library could advertise the meeting themes in advance, more people would come.
- Ms. Rozier suggested that the Board discuss ebooks again at the next meeting. She will advertise the topic prior to the meeting.
- Mr. Mangiafico suggested advertising to the Friends and Foundation, posting flyers at each location, putting information in Best of Friends, posting to neighborhood lists or church groups and posting on the library's ebook web page.
- Ms. Dreisbach has already started posting information to her neighborhood listserv. Ms. Baggett thanked her for this. Ms. Dreisbach stated that she will post each month. She also mentioned that she will write a feature about the library to be published in the next issue of *Bana Banana*.

C. Meeting Schedule Change (A. Lang)

- Mr. Lang feels the Board of Trustees should go back to monthly meetings to encourage public participation. The board had been meeting monthly for five years and changed to bi-monthly to accommodate a scheduling conflict approximately one year ago.

- Ms. Tench stated that previously the monthly meetings were light on content, and that the move to a bimonthly schedule was not only to accommodate a schedule conflict, but also included a planned change in the agendas, topics and content of the meetings.
- Ms. Baggett commented that monthly meetings on Thursday will present some challenges for her and the administrative staff. Having committees meet during off-meeting months is also helpful based on realistic time constraints.
- Mr. Felder asked if monthly meetings would encompass the same two-hour schedule. Ms. Baggett said that they would. Mr. Felder stated it was his understanding that moving to the bi-monthly schedule was to lengthen the meetings.
- Mr. Lang stated that committee business could be addressed every other month to keep the meetings from getting too long.
- The discussion about meeting schedules will be added to the March meeting agenda.

D. Additional Discussion

- Ms. Dreisbach asked about her and Mr. Miller's involvement on committees. Mr. Lang stated that he was not prepared to discuss that yet and requested that Ms. Dreisbach and Mr. Miller email him their preferences. Mr. Lang asked Ms. Rozier to correct the committee listings by removing Ms. Dotty Reid's name.
- Ms. Dreisbach asked if there might be a new advocacy committee. Ms. Tench will add that to the next agenda.

VI. ADJOURNMENT

Ms. Tench moved to adjourn the meeting. Mr. Mangiafico and Mr. Felder seconded. The meeting adjourned at 8:15 p.m.

**NEXT MEETINGS: Thursday, March 15, 2012 at 6 p.m. (East Regional, 211 Lick Creek Lane)
 Thursday, May 17, 2012 at 6 p.m. (North Regional, 221 Milton Road)**