

DCL BOT Meeting  
Thursday, November 16, 2017  
South Regional, 4505 S. Alston Avenue

BOT Members Present: Sandra Chambers, Luis Oliverieri-Robert, Phillip Harris, Angela Wilson, Meli Kimathi, Moy Biswas, Hank Kinsley

Absent: Dawn Trembath

Friends' Liaison - Michelle Burton

DCL Staff Present: Tammy Baggett, Stephanie Bonestell, Ché Anderson- South Regional Manager

Public Comments - Hannah, a MeJo UNC student, attended the meeting to gain insight on researching public libraries.

### **Location Manager Report (T. Che Anderson)**

#### **Staffing:**

Sheretta Strudwick, the Circulation Manager, retired on October 27<sup>th</sup>. She worked at several locations throughout the library system for 32 years. We are beginning the search process to fill her position. We will welcome Sharon Hope (Page) on December 4<sup>th</sup>.

#### **Security:**

Kestrel Heights High School closed in June 2017, as a result, there has been an 84% decrease in the number of teen restrictions/bans. As of November 15<sup>th</sup>, we only banned 8 teens compared to 51 teens between September – November 2016.

#### **Statistics:**

We had 48,725 people visit the South Regional Library over the past six months. Staff presented 283 programs (May 2017 – Sept 2017) with a total attendance of 9,081. Meeting and Study Room space has been used 1,222 times over the past five months by 1,269 people. There were 13,959 computer sessions. We had 6,611 Early Voters visit our location during the fall Election period.

#### **Children's Services:**

Joel White will be offering a Poetry and Spoken Word night on November 20<sup>th</sup>. DSA students and the Black Space Poetry youth group will be in attendance. He is also partnering with the Teen department to get some of the teens involved. Fifteen children participated in a passive program to write Halloween stories. The winner was announced at the Halloween Hoot. The Halloween Hoot was attended by 90 children.

Staff continue to offer a variety of programs: story time for various age levels, Korean story time, book clubs, From Books to Big Screen, Minecraft, Color Me Calm, Board Games, Balloon Battle, Family Fun Day, Tie Dye, Summer Reading programs, Freeze Pop Fridays, Lunchtime Adventures, EPA Reduce and Reuse, Crafty Fridays, Animal Homes, Tape Town, Ronald McDonald Reading, Bake/Boil and Sizzle, Author visits (Melissa Ronney and Kenneth Womack), Slime Party, What's the Buzz, Lion King Viewing Party, Teddy Bear Day, Diary of a Wimpy Kid Party, Geronimo Stilton Party, Math EOG, Roblox Club, and Kid Karoke.

### **Teen Services:**

The teens enjoyed the following programs: game days, book clubs, Casey's Laugh and Learn, Yo-Yo's With Nick, Movie Matinee, Galaxy Milkshakes, DIY Spa Night, Build a Lego Ferris Wheel, Book Tasting, Teen Movie Night, Book Tasting, Build a Mini Zen Garden, Shrinky Dink Wind Chimes, DIY Fridge Magnets, Welcome Back, Cupcake Baking, Fizzy Bath Salts, and Oozing Jack O'Lanterns.

### **Adult Services:**

Adult Services continued to offer a wide variety of programming: ESOL, Spanish conversation, various book clubs, Meet the Author: Teresa Howell, Heartfulness Meditation, Make Your Own Golf Ball Ladybugs, Essential Oils, Yoga, Think Outside the Trash: Recycle, Straw Bale Gardening, Make Your Own Butterfly Book Sculpture, Adult Spa Night, Make Your Own Taped Paintings, Kick Toxic Chemicals Out, Outsmarting the Critters, An Afternoon with Judy Hogan, Candle Making, and Soap Making.

### **Circulation Services:**

The Resources and Technical Services staff continue to assist with collection maintenance throughout the library.

### **Manager Summary:**

Our meeting spaces continue to be heavily utilized. We served as a host location for the Science in the Summer, SCORE workshops, and Early Voting. We are looking forward to another successful year of serving the South Regional community.

**Directors Report-** Tammy Baggett  
Legislators' Breakfast Event was a great success!

Durham Reads Together - The US Constitution, 3000 copies given out in English and Spanish, over 1000 attending public events, including a 650-person headlining event at the Carolina Theatre.

Two "Check out a Person" programs where individuals can learn about others one-on-one; more are coming in the near future.

Stanford L. Warren Chair Yoga class, oldest participant was 105 years old! Demonstrates that DCL serves everyone from birth up.

Southwest Branch Library Labyrinth for Halloween—465 participants over the course of the weekend

Communico system has replaced Evance as a space reservation, events management application.

Stanford L. Warren and Bragtown have begun piloting portable internet hotspots for checkout, 10 per location.

Three library staff members have just completed the 9-month county leadership academy. In the past, participants have demonstrated additional leadership competencies, often resulting in new duties and promotions. The Library would like to develop a comprehensive program for all staff.

NC Library Association conference was held in Winston-Salem, North Carolina, October 16-20. Many staff members presented and facilitated.

Staff Development Day was held Wednesday, November 15. Sandra Chambers presented the Board of Trustees' Award to Monica Belford.

#### **Library Health Report** (Tammy Baggett on behalf of Kathy Makens)

Kathy is seeking input on the budget. What would people like to see more of, specifically big-ticket items?

#### **Marketing Report** (Stephanie Bonestell)

Communication among Staff – Grapevine, formerly a quarterly newsletter, has become a blog which is updated 2-3 times per week with a variety of information.

Branching Out (quarterly print magazine) – Only 10% of children's & teen's programs were included, leaving the public with a limited idea of what programs exist. Communico enables a digital version of Branching Out, containing all programs and searchable by day, location, age, program, etc., which launched this week. The print version is officially over.

Adult Programs brochure will remain in print, but will have an online companion.

An Email Campaign has also begun, targeting new and active cardholders (within last 12 months), and soon a message will be generated to reengage inactive emails.

A Social Media Campaign is also ongoing, focusing on Facebook and Twitter based on an editorial calendar, a summary of proposed content and frequency, tweaked based on likes, shares, etc. Postings include “Are you bored?” event listings, funny memes, and historical photos. A new partnership is being arranged with the NC Collection to share a weekly picture. A survey was undertaken with 50 customers per location to find out where on social media they are. Surprisingly, the top answer was YouTube. Instagram is next on the list for engagement.

### **Art Committee**

Vision was shared at BOT retreat and now that that has been developed, meeting frequency will reduce to quarterly from monthly. Items up for discussion now are insurance on the art collection, the art loan program, and timeframe for displaying art at locations.

### **Board Development** (Sandra Chambers on behalf of Dawn Trembath)

Dawn met with Kathy to discuss measures available and developing a schedule for generating reports.

**IT Committee** – Committee has not met.

### **Policies**

Phillip Harris has submitted proposed changes to the bylaws as discussed at the retreat. A motion was made, seconded, and approved to accept the changes to Articles II and III, and table the decision on Article VII until after the discussion about the Order of Business.

**Advocacy** – Luis Olivier-Robert plans to attend a holiday party in Parkwood on December 9 and set up a table to promote the Library and add to the video project. He welcomes other BOT members to participate.

### **Special Reports**

#### **Friends’ Report** (Michelle Burton)

- Recent book sale went very well and another is coming up in December. Friends are setting up a website to be linked to DCL website.
- Friends will be at the Farmer’s Market recruiting members.
- Discounted memberships will be made available to DCL staff for \$10.
- Proposals were elicited during Staff Day for ideas of ways Friends can support library programming.
- Friends will provide beautiful large poinsettias for each location.
- Friends are (always) soliciting donations of additional books that they can re-sell.
- Tammy thanks the friends for feeding the staff and providing vouchers for them to shop in the Friends’ bookstore for staff day.

**Foundation** – No Report; meeting has been rescheduled.

**Old Business**

- Retreat Follow-up Discussion – Nothing specific, just a request that we spend about 5 minutes at the end of each BOT meeting reviewing decisions made and action items, then a distribution of these shortly after the meeting so that people can be sure to convene in committees during the off-months.
- Agenda Format – Tammy says these seem to be working. Terry offered feedback via email that the current arrangement should remain. Phillip offers to restructure his recommendations for Article VII and incorporate Dawn's recap.

Adjourned at 7:45pm